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ABSTRACT

This set of course outlines is intended to assist business educators in teaching competency-based courses in general office, secretarial, word processing, and administrative support occupations. Included in the package are lesson outlines addressing topics in the following subject areas: keyboarding, typewriting, office technology, advanced office technology, shorthand, word processing, office simulation, office specialist, and secretarial administration. Each unit contains some or all of the following: the grade level(s) toward which the materials are geared; course prerequisites; a course overview; a list of skill areas; and a lesson plan that consists of parallel topical outlines, enabling competencies, terminal competencies, and references to suggested instructional materials. (MN)

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COMPETENCY-BASED COURSE OUTLINES
FOR BUSINESS EDUCATION

General Office, Secretarial, Word Processing, and Administrative Support Occupations

Division of Program Services, Department of Education, Commonwealth of Virginia, Richmond, Va. 23216

July 1984

FOREWORD

Large increases in the number of employees needed for business and office occupations are projected through the end of this decade. Business Education in high schools is the foundation for the program to prepare individuals for these occupations.

This guide has been prepared to assist teachers with the identification of research-based competencies and performance objectives. The use of validated competencies will enable the teacher to prepare students with appropriate competencies for the labor market. The performance objectives will serve as bases for preparing criterion-referenced measures.

All teachers are urged to exercise their creative efforts to adapt and select content that is appropriate for the needs of students in their community.

Melvin H. Garner
Administrative Director of
Vocational and Adult Education

ACKNOWLEDGMENTS

An improvement objective of vocational education in Virginia has been the implementation of competency-based programs in each school division. The improvement objective was to be completed by June 30, 1984 in all approved vocational education programs. The objective affirms a belief in instruction that best serves the needs of students. Competency-based instruction requires clearly identified competencies for each offering as well as instructional procedures to assist each student to achieve the designated competencies.

The Business Education Service, as part of the Division of Vocational Program Services, is committed to the goal of providing effective competency-based course outlines. Performance objectives have been provided for terminal competencies.

This book includes course outlines for general office, secretarial, word processing, and administrative support occupations. Each outline identifies recommended competencies and performance objectives and is essential to achieving competency-based instruction. The performance objectives should be used as bases for developing criterion-referenced measures in each offering.

Development of these competency-based course outlines has involved the time, effort, and talents of the task force members identified in the acknowledgements. Recognition is given to the dedicated business educators who were members of this group.

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INTRODUCTION

The course outlines contained in this book were developed to assist business educators with the implementation of competency-based instruction. Essential skill areas and competencies with accompanying performance objectives for beginning workers in secretarial, word processing, and administrative support occupations are provided in the outlines.

Development of the Outlines

Content included in the outlines is based on the following:

1. Competencies previously recommended by the Business Education Service as appropriate for the courses, particularly those identified in the Competency-Based Course Outlines for Business and Office Education; Secretarial, Stenographic, Typewriting, and Related Occupations, 1979.

2. The Vocational-Technical Education Consortium of States (V-TECS) catalogs for Secretarial Occupations, 1982, and for Secretarial, Stenographic, Typing, and Related Occupations, 1975.

3. Information contained in the Level I, II, and III Competencies for Business Education, Learning Manager's Guide, 1983, developed through a project of the Florida Department of Education and reprinted and distributed by the Virginia Department of Education to Virginia business educators. Competencies and performance objectives from the Florida materials related to competencies and performance objectives in the outlines are noted in the Ref. (Reference) column as Florida, Level I, II, or III, with appropriate page numbers.

4. Information contained in the Guide for Integrating FBLA into the Classroom, 1981, available from Future Business Leaders of America--Phi Beta Lambda, Inc., reprinted by the Virginia Department of Education, and distributed to Virginia business educators. Activities in the guide related to competencies and performance objectives in the outlines are noted in the Ref. (Reference) column as FBLA Guide with appropriate page numbers.

5. Teacher input as to what is required of students for initial employment and as to what can be reasonably expected of them.

6. Current instructional materials available for business education offerings.

Content of Outlines

Each outline is composed of a course description, a listing of skill areas, a topical outline, and enabling, terminal, and personal employability competencies. Each terminal and each personal employability competency has an accompanying performance objective (P.O.). For the occupational preparation courses, the skill areas, except personal employability skills and knowledges, are listed alphabetically since no skill area is considered more important than any other. The enabling competencies are provided to help teachers stress skills and knowledge that students must develop to achieve the terminal competencies.

The competencies stated for sequential outlines such as Office Technology I and Office Technology II are often quite similar. The difference usually is in the difficulty of the materials used and with the levels of performance considered minimum for advancement to the next course or for job entry. The performance levels stated are generally at a lower level than in the V-TECS catalogs since those in the catalogs reflect on-the-job performance of individuals employed for some time.

Suggestions for Using the Outlines

Even though performance levels stated in the outlines are intended as minimum, teachers may find that students do not achieve all of the competencies, particularly for the occupational preparation courses. Achievement of eighty percent of the competencies may be considered average performance for these courses. Teachers should, however, strive to have students exceed the average and exceed the competency levels identified in the performance objectives whenever possible. Students can be encouraged by being assigned higher grades on the basis of achieving more than eighty percent of the competencies or on the basis of exceeding the performance levels identified in the objectives.

The outlines are designed to aid the business teacher in establishing appropriate terminal and personal employability competencies for each student. They can be effectively used with local advisory committees, to inform administrators of course content, and to assist in the articulation of instruction from course to course as well as from the high school level to the post-secondary level.

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KEYBOARDING (6610)

Grade Level: 6-12

Prerequisites: None

Keyboarding is a 9-, 12-, or 18-week, single-period course offered to all students. Emphasis is placed on the development of the skill of entering alphabetic, numeric, and symbol information on a keyboard. Students develop skill in keyboarding nontechnical information, including mailing lists and short reports, and in keyboarding technical information, including computer programs.

The following skill areas are included in Keyboarding:

Skill Area 1 KEYBOARD MASTERY AND RELATED SKILLS
- 1.1 Machine Manipulation
- 1.2 Touch System Technique for Alphanumeric Operation
- 1.3 Touch System for Ten-Key Numerical Pad
- 1.4 Speed and Accuracy
- 1.5 Speed Calculation
- 1.6 Error Identification
- 1.7 Error Correction
- 1.8 Keyboarding Techniques
- 1.9 Keyboarding Vocabulary

Skill Area 2 LANGUAGE SKILLS
- 2.1 Proofreading Skills
- 2.2 Punctuation
- 2.3 Proofreader's Marks

Skill Area 3 KEYBOARDING APPLICATIONS
- 3.1 Keyboarding Nontechnical Information
- 3.2 Keyboarding Technical Information
- 3.3 Saving and Retrieval of Data

Skill Area 4 PERSONAL EMPLOYABILITY SKILLS
- 4.1 Office Housekeeping Skills
- 4.2 Personal Relationships and Attitudinal Skills
- 4.3 Following Instructions

KEYBOARDING (6610)

Topical Outline	Enabling Competencies	Terminal Competencies	Ref.
	CAN THE STUDENT:	**CAN THE STUDENT:**	
1. KEYBOARD MASTERY AND RELATED SKILLS			
1.1 Machine Manipulation	Manipulate the letter, number, and special keys by touch and use the machine parts efficiently?	1.1 Accurately identify machine parts? P.O.1.1 Given a keyboard, identify and use the machine parts with 80% accuracy, either by locating machine parts as the teacher names them or by completing a written test.	
1.2 Touch System Technique for Alphanumeric Operation	Demonstrate correct "touch" system techniques for operating the alphanumeric keys of a keyboard by showing the correct hand and body placement at the machine and efficient finger movements?		
1.3 Touch System for 10-Key Numerical Pad	Demonstrate the correct "touch" system techniques to be used on a 10-key numerical pad by showing correct hand and body placement at the machine and efficient finger movements?		
1.4 Speed and Accuracy	Demonstrate incremental improvement in speed and accuracy? Keyboard straight copy at a minimum of 20 wpm with a maximum error tolerance of 2 errors? (This is for one minute and should be the scale for the end of nine weeks.)	1.4 Demonstrate straight-copy proficiency? P.O.1.4 Given a keyboard and supplies, keyboard straight copy at a minimum rate of 20 wpm with a maximum error tolerance of 6 errors on a 3-minute timed writing?	

KEYBOARDING (6610)

Topical Outline	Enabling Competencies	Terminal Competencies	Ref.
	CAN THE STUDENT:	**CAN THE STUDENT:**	
	Suggested FBLA Activity: Give three-minute timings on FBLA events.		FBLA Guide 6.3-6.12
1.5 Speed Calculation	Calculate gross words per minute?		
1.6 Error Identification	Properly identify all keyboarding errors?		
1.7 Error Correction	Make acceptable corrections of all keyboarding errors?		
1.8 Keyboarding Techniques	Demonstrate correct keyboarding techniques including position at machine, keystroking, and eyes on copy?	1.8 Demonstrate correct keyboarding techniques? P.O.1.8 Given a technique checklist, demonstrate correct techniques, including position at keyboard and keystroking procedures. All items must receive an acceptable rating.	Level 1 50-51
1.9 Keyboarding Vocabulary	Demonstrate an understanding of the basic vocabulary used in keyboarding operations?		
2. LANGUAGE SKILLS			
2.1 Proofreading	Proofread own work by using appropriate proofreading techniques? Exchange work with another student for proofreading purposes?	2.1 Demonstrate proofreading skill? P.O.2.1 Given selected work, identify at least 90% of the errors contained in that work.	

KEYBOARDING (6610)

Topical Outline	Enabling Competencies	Terminal Competencies	Ref.
	CAN THE STUDENT:	**CAN THE STUDENT:**	
2.2 Punctuation	Apply proper rules for spacing before and after punctuation marks?	2.2 Identify errors that occur in spacing before and after punctuation marks? P.0.2.2 Given a paragraph containing spacing errors before and after punctuation marks, correct 80% of the spacing errors.	
2.3 Proofreader's Marks	Label proofreader's marks?	2.3 Identify proofreader's marks? P.0.2.3 Given a list of 10 proofreader's marks, identify and label the list with 80% accuracy.	
3. KEYBOARDING APPLICATIONS			
3.1 Keyboarding Nontechnical Information	Keyboard nontechnical information, including names and addresses, information lists, and short reports?	3.1 Accurately keyboard nontechnical information? P.0.3.1 Given a list of 10 items, keyboard the items so that 9 out of 10 are entered correctly.	
3.2 Keyboarding Technical Information	Keyboard technical information, including computer programs and numerical data?	3.2 Accurately keyboard technical information?	

KEYBOARDING (6610)

Topical Outline	Enabling Competencies	Terminal Competencies	Ref.
	CAN THE STUDENT:	CAN THE STUDENT: P.0.3.2 Given a 10-line computer program, keyboard the program so that 9 of the 10 lines are entered correctly.	
3.3 Saving and Retrieval of Data	Save keyboarded information onto storage media? Retrieve keyboarded information from storage media?		

KEYBOARDING (6610)

Topical Outline	Personal Employability Competencies
	DOES THE STUDENT:
4. PERSONAL EMPLOYABILITY SKILLS	
4.1 Office Housekeeping Skills	
Machine Care	4.1.1 Practice preventive maintenance techniques, including careful operation of the machine?
	P.0.4.1.1 Given a machine care checklist, maintain the equipment as outlined. At least 80% of the checklist items must receive an acceptable rating.
Work Area	4.1.2 Arrange the work station to allow the work to be completed efficiently?
	P.0.4.1.2 Given a work organization checklist, arrange the work schedule as outlined. At least 80% of the checklist items must receive an acceptable rating.
4.2 Personal Relationships and Attitudinal Skills	
Attendance and Punctuality	4.2.1 Maintain regular and prompt attendance?
	P.0.4.2.1 Given a class schedule, attend class and arrive on time at least 90% of the time during each grading period.
Self-discipline	4.2.2 Exhibit self-control, persistence, and initiative?
	P.0.4.2.2 Given a work-habits checklist, exhibit self-discipline by completing the activities outlined. At least 80% of the checklist items must receive an acceptable rating.

KEYBOARDING (6610)

Topical Outline	Personal Employability Competencies
	DOES THE STUDENT:
4.3 Following Instructions	4.3 Follow oral and/or written instructions in the completion of assigned tasks?
	P.O.4.3 Given selected assignments, demonstrate that oral and/or written instructions have been followed on keyboarded work when work is evaluated.

TYPEWRITING (6151)

Grade Level: 9-12 (Suggested Grade Level: 10)

Prerequisites: Keyboarding

Typewriting is a one-year, single-period course offered to all students. Students develop skills in touch typewriting and correct manipulation of the typewriter. Typewriting is a basic communications course with emphasis on the application of typewriting skills to personal and business letters, outlines, manuscripts, and tabulated reports. Students who have completed a course in keyboarding may elect to take Typewriting to develop document preparation skills.

Typewriting is a prerequisite to all occupational preparation offerings in business and office education except Office Services.

The following skill areas are included in Typewriting:

Skill Area 0 KEYBOARDING

Skill Area 1 KEYBOARD MASTERY AND RELATED SKILLS
1.1 Machine Parts and Manipulation
1.2 Speed and Accuracy
1.3 Speed Calculation
1.4 Error Identification
1.5 Error Correction
1.6 Centering
1.7 Alignment
1.8 Enumerations
1.9 Copy Placement
1.10 Margins
1.11 Machine Techniques
1.12 Principles of Machine Operation and Formatting

Skill Area 2 LANGUAGE SKILLS
2.1 Proofreading
2.2 Punctuation
2.3 Numbers
2.4 Word Division
2.5 Capitalization
2.6 Spelling
2.7 Proofreader's Marks
2.8 Composition

Skill Area 3 MACHINE APPLICATION SKILLS
3.1 Letters
3.2 Tables and Tabular Reports
3.3 Envelopes
3.4 Memoranda
3.5 Manuscripts/Reports
3.6 Outlines

Skill Area 4 PERSONAL EMPLOYABILITY SKILLS
4.1 Office Housekeeping Skills
4.2 Personal Relationships and Attitudinal Skills
4.3 Job-Seeking Skills

TYPEWRITING (6151)

Topical Outline	Enabling Competencies	Terminal Competencies	Ref.
	CAN THE STUDENT:	**CAN THE STUDENT:**	
0. KEYBOARDING (PRETEST)	Demonstrate proficiency in typing from straight copy?	0. Perform proficiently at the keyboard?	
NOTE: Any student who does not successfully complete the terminal competency in keyboarding should be assigned individual instruction until the competency has been met.	Locate numbers and symbols using correct "touch" technique?	P.O.0. Given a keyboard and supplies, keyboard from straight copy at a minimum rate of 20 wpm with a maximum error tolerance of 2 errors per minute on a 3-minute timed writing.	
WHEN THE KEYBOARDING COURSE IS NOT AVAILABLE, KEYBOARDING SHOULD BE TAUGHT AT THE BEGINNING OF THIS COURSE.			
1. KEYBOARD MASTERY AND RELATED SKILLS			
1.1 Machine Parts and Manipulation	Manipulate the letter, number, and special keys by touch, and use the service parts efficiently?	1.1 Accurately identify machine parts?	
		P.O.1.1 Given a keyboard, identify and use the machine parts with 80% accuracy, either by locating machine parts as the teacher names them or by completing a written test.	Level I 52-54

TYPEWRITING (6151)

Topical Outline	Enabling Competencies	Terminal Competencies	Ref.
	CAN THE STUDENT:	**CAN THE STUDENT:**	
1.2 Speed and Accuracy	Demonstrate incremental improvement in speed and accuracy?	1.2 Demonstrate keyboard proficiency?	Level I 59
	Type the Call Return Drills from FBLA Code of Ethics?	P.O.1.2 Given a keyboard and supplies, keyboard straight copy at a minimum rate of 35 wpm with a maximum error tolerance of 2 errors per minute for 5 minutes.	FBLA Guide 6.1-6.2
1.3 Speed Calculation	Calculate gross words per minute?		
1.4 Error Identification	Identify all errors in typewritten work?		
1.5 Error Correction	Make acceptable corrections of all typewritten errors?		
1.6 Centering	Center unarranged copy horizontally, vertically, and with spread centering, as appropriate?		
	Center announcements of coming events at school, such as games, plays, concerts, and FBLA meetings on full or half sheets of paper?		FBLA Guide 6.18
1.7 Alignment	Align paper to make corrections, to typewrite on lines, or to typewrite on preprinted forms?		
1.8 Enumerations	Arrange FBLA goals as an enumeration?		FBLA Guide 6.14-6.15

TYPEWRITING (6151)

Topical Outline	Enabling Competencies	Terminal Competencies	Ref.
	CAN THE STUDENT:	**CAN THE STUDENT:**	
1.9 Copy Placement	Attractively arrange copy on the page?		
1.10 Margins	Accurately compute left and right margin stops on exercises requiring margin settings for varying line lengths?		
1.11 Machine Techniques	Demonstrate correct machine techniques, including position at machine, keystroking, and eyes on copy?	1.11 Demonstrate correct typewriting techniques?	
		P.O.1.11 Given a technique checklist, demonstrate correct machine techniques, including position at keyboard and keystroking procedures. All items must receive an acceptable rating.	Level I 50-51
1.12 Principles of Machine Operation and Formatting	Operate machines using basic principles of spacing, placement, styles, punctuation, capitalization, abbreviations, and word division?	1.12 Apply principles of machine operation and formatting?	
		P.O.1.12 Given a written test, identify the principles of machine operation and formatting with regard to spacing, placement, styles, punctuation, capitalization, abbreviations, and word division with 80% accuracy.	Level I 55-58

TYPEWRITING (6151)

Topical Outline	Enabling Competencies	Terminal Competencies	Ref.
	CAN THE STUDENT:	**CAN THE STUDENT:**	
2. LANGUAGE SKILLS			
2.1 Proofreading	Proofread own work by using appropriate proofreading techniques?	2.1 Identify and correct proofreading errors in a paragraph? P.O.2.1 Given a paragraph containing 10 proofreading errors, identify and correct at least 8 of the errors.	
2.2 Punctuation	Apply the rules of punctuation to typewritten copy?		
2.3 Numbers	Use numbers as numerals or words as indicated by the contents of the copy?		
2.4 Word Division	Apply the rules of word division when typewriting unarranged copy?		
2.5 Capitalization	Apply the rules of capitalization when composing or typewriting from rough drafts?		
2.6 Spelling	Spell correctly, detect incorrect spellings, and use references as needed?		
2.7 Proofreader's Marks	Mark copy corrections using proofreader's marks?	2.7 Correctly use proofreader's marks?	

TYPEWRITING (6151)

Topical Outline	Enabling Competencies	Terminal Competencies	Ref.
	CAN THE STUDENT:	**CAN THE STUDENT:** P.O.2.7 Given copy containing 10 errors, mark 8 of the 10 errors with appropriate proofreader's marks.	
2.8 Composition	Compose simple business and personal communications using the typewriter?		
3. MACHINE APPLICATION SKILLS	Developmental competencies in skill areas 1 and 2 assist in meeting the terminal competencies in Skill Area 3.		
3.1 Letters		3.1 Keyboard and format business letters?	
		P.O.3.1 Given a keyboard and rough-draft material, keyboard and format 2 short or 1 medium-length mailable letter within 50 minutes.	Level I 61-62
3.2 Tables and Tabular Reports		3.2 Typewrite a three-column open table?	
		P.O.3.2 Given a keyboard and supplies, arrange and keyboard in correct format an open table with at least 3 columns of 5 items each, main heading, and columnar headings in 30 minutes with information acceptably placed and all errors corrected.	Level I 70-72
3.3 Envelopes		3.3 Keyboard and format addresses on one small and one large envelope?	

TYPEWRITING (6151)

Topical Outline	Enabling Competencies	Terminal Competencies	Ref.
	CAN THE STUDENT:	CAN THE STUDENT:	
		P.O.3.3 Given a keyboard and supplies, keyboard within 10 minutes addresses on 1 large and 1 small envelope in the format recommended by the postal department with no more than 1 error per envelope.	
3.4 Memoranda		3.4 Keyboard and format a memorandum from rough-draft material?	
		P.O.3.4 Given a keyboard and edited rough-draft material, keyboard and format two short or one medium-length memorandum with all errors corrected in 50 minutes.	Level I 63-66
3.5 Manuscripts/Reports		3.5 Typewrite a manuscript with footnotes?	
		P.O.3.5 Given a keyboard and supplies, keyboard in correct format a two-page manuscript with footnotes, a title page, and a bibliography with no more than 10 errors, including form and typographical errors, in 150 minutes.	
3.6 Outlines		3.6 Keyboard and format a short outline?	FBLA Guide 6.19
		P.O.3.6 Given a keyboard and supplies, keyboard in correct format a 15-line outline with no more than 3 errors in 30 minutes.	

TYPEWRITING (6151)

Topical Outline	**Personal Employability Competencies**
	DOES THE STUDENT:
4. PERSONAL EMPLOYABILITY SKILLS	
4.1 Office Housekeeping Skills	
Machine Care	4.1.1 Practice preventive maintenance techniques, including careful operation of the machine?
	P.0.4.1.1 Given a preventive maintenance checklist, maintain the equipment as outlined. At least 80% of the checklist items must receive an acceptable rating.
Work Area	4.1.2 Arrange the work station to allow the work to be completed efficiently?
	P.0.4.1.2 Given a work organization checklist, arrange work area as outlined. At least 80% of the checklist items must receive an acceptable rating.
4.2 Personal Relationships and Attitudinal Skills	
Attendance and Punctuality	4.2.1 Maintain regular and prompt attendance?
	P.0.4.2.1 Given a class schedule, attend class and be on time at least 90% of the time during each grading period.
Self-discipline	4.2.2 Exhibit self-control, persistence, and initiative?
	P.0.4.2.2 Given a work-habits checklist, exhibit self-discipline by completing the activities outlined. At least 80% of the checklist items must receive an acceptable rating.

TYPWRITING (6151)

Topical Outline	Personal Employability Competencies
	DOES THE STUDENT:
Responsibility	4.2.3 Exhibit traits associated with responsibility, such as bringing appropriate materials to class, productive use of time, and frugal use of supplies?
	P.0.4.2.3 Given a list of materials and supplies necessary for class work, demonstrate responsibility by bringing to class proper materials and supplies at least 90% of the time?
Following Instructions	4.2.4 Follow oral and/or written instructions in the completion of assigned tasks?
	P.0.4.2.4 Given selected assignments, demonstrate that oral and/or written instructions have been followed on typewritten work when that work is evaluated.
4.3 Job-Seeking Skills	4.3 Complete and keyboard a personal data sheet, application form, and letter of application?
	P.0.4.3 Given a sample personal data sheet, a job application form, and a letter of application, complete these items with personal information in mailable form.

OFFICE TECHNOLOGY I (6620)

Grade Level: 10 or 11

Prerequisites: Typewriting
Recommended: Introduction to Business

Office Technology I is a one-year, single-period course offered to students who have had one year of typewriting. Emphasis is placed on the development of typewriting and office procedure skills. Units of instruction include operation of various equipment, oral and written communications, records management, recordkeeping, human relations, information processing, and office careers orientation. (Cooperative Office Education may be a part of this course.)

The following skill areas are included in Office Technology I:

Skill Area 1 CALCULATING MACHINES
- 1.1 Arithmetic Review
- 1.2 Machine Operation
- 1.3 Speed and Accuracy
- 1.4 Business Applications & Terminology

Skill Area 2 COMMUNICATION SKILLS
- 2.1 Importance of Communications
- 2.2 Oral Communications
- 2.3 Receptionist Activities
- 2.4 Written Communications

Skill Area 3 FINANCIAL RECORDS
- 3.1 Introduction
- 3.2 Checking Accounts

Skill Area 4 MAIL PROCESSING
- 4.1 Incoming Mail
- 4.2 Outgoing Mail

Skill Area 5 MAINTENANCE AND CARE OF OFFICE EQUIPMENT
- 5.1 Calculating Equipment
- 5.2 Typewriters

Skill Area 6 OFFICE EXPERIENCE
- 6.1 Simulations
- 6.2 Cooperative Office Education

Skill Area 7 RECORDS MANAGEMENT
- 7.1 Procedures and Equipment
- 7.2 Filing

Skill Area 8 REPROGRAPHICS
- 8.1 Appropriate Use
- 8.2 Terminology
- 8.3 Photocopy Preparation

Skill Area 9 TYPEWRITING
- 9.1 Format Review
- 9.2 Speed and Accuracy
- 9.3 Error Correction
- 9.4 Production

Skill Area 10 WORD PROCESSING
- 10.1 Introduction
- 10.2 Career Opportunities
- 10.3 Machine Transcription
- 10.4 Word Processing Equipment

Skill Area 11 PERSONAL EMPLOYABILITY SKILLS AND KNOWLEDGES
- 11.1 Leadership Training Skills (FBLA)
- 11.2 Human Relations Skills
- 11.3 Job-Seeking Skills
- 11.4 Organizational Skills
- 11.5 FBLA-Related Activities

OFFICE TECHNOLOGY I (6620)

Topical Outline	Enabling Competencies	Terminal Competencies	Ref.
0. COURSE OVERVIEW	**CAN THE STUDENT:**	**CAN THE STUDENT:**	
0.1 Explanation of Job Competencies	Identify competencies that will be covered during the year?		
0.2 Explanation of Grading System	Explain how grades will be determined?		
0.3 Explanation of Cooperative Office Education (optional)	Interpret COE forms: agreement, student regulations, training plans, earnings report?		
1. CALCULATING MACHINES			
1.1 Arithmetic Review	Perform the basic arithmetical processes of addition, subtraction, multiplication, and division?		
1.2 Machine Operation	Operate calculating equipment, using the touch method?		
1.3 Speed and Accuracy	Use shortcuts and special function keys to increase speed?		
	Use verification techniques to improve accuracy?		
1.4 Business Applications and Terminology	Compute simple applications of discounts, markups, sales tax, commissions, interest, and extensions in completing business forms? Use proper terminology in discussing business forms?	1.4 Compute on a 10-key machine? P.O.1.4 Given a 10-key machine and 20 problems, each problem consisting of a series of addition, subtraction, multiplication and division computations, solve at least 16 of the problems correctly, using the touch method.	FBLA Guide 3.5-3.22 Level I 273-320

OFFICE TECHNOLOGY I (6620)

Topical Outline	Enabling Competencies	Terminal Competencies	Ref.
	CAN THE STUDENT:	**CAN THE STUDENT:**	
2. COMMUNICATION SKILLS			
2.1 Importance of Communications	Describe the importance of effective written and oral communications in working with associates and others?		
2.2 Oral Communications			
Listening Techniques	Demonstrate effective listening techniques?	2.2.1 Answer routine calls and route to proper party, give nonconfidential information, and take clear messages?	Level I 30-33
Basic Telephone Information	Use basic telephone information such as types of service and calls, time zones, types of equipment, and directories?		
Incoming Calls	Demonstrate correct procedures for answering promptly, taking messages, and terminating calls?	P.O.2.2.1 Given a list of procedures for handling an incoming call, identify the correct telephone procedures with 80% accuracy.	
Outgoing Calls	Demonstrate correct procedures for placing outgoing, local, and long-distance calls?	2.2.2 Place simulated local and long-distance calls of a routine nature, using the directory when necessary?	Level I 34-36
		P.O.2.2.2 Given a list of procedures for handling outgoing calls, identify the correct telephone procedures with 80% accuracy.	FBLA Guide 4.37-4.38
2.3 Receptionist Activities			
Office Visitors	Greet visitors in a businesslike manner and direct to proper offices? Make introductions properly?	2.3 Identify appropriate receptionist activities for given situations?	Level I 197-198

OFFICE TECHNOLOGY I (6620)

Topical Outline	Enabling Competencies	Terminal Competencies	Ref.
	CAN THE STUDENT:	**CAN THE STUDENT:**	
Appointments	Schedule and confirm appointments?	P.O.2.3 Given a list of 10 procedures for greeting visitors to the office, identify the correct procedures with 80% accuracy.	FBLA Guide 4.33
2.4 Written Communications			
Composition	Compose simple business communications using correct grammar and letter-writing principles?	2.4 Compose and typewrite simple business correspondence?	Level I 103-110, 136-194
Internal and External Communications	Compose simple memoranda, letters, and reports that contain all relevant information for given situations?	P.O.2.4 Given an office document that requires a written response, compose and typewrite a simple business letter in mailable form.	
3. FINANCIAL RECORDS			
3.1 Introduction			
Need for Financial Records	Describe the need for financial records?		
Terminology	Use proper terminology when discussing financial records?		
Importance of Accuracy	Describe the importance of accurate financial records?		
3.2 Checking Accounts			
Check Writing	Use the proper procedures for writing and recording checks?	3.2.1 Accurately complete check records and checks?	Level I 248-250

OFFICE TECHNOLOGY I (6620)

Topical Outline	**Enabling Competencies**	**Terminal Competencies**	**Ref.**
	CAN THE STUDENT:	**CAN THE STUDENT:** P.O.3.2.1 Given a blank check and stub and the following data pertaining to the check: check number date paid name of person to whom the check is issued amount of check name of person issuing check prepare the check legibly and accurately.	
Endorsements	Determine appropriate endorsements?	3.2.2 Appropriately endorse checks? P.O.3.2.2 Given a completed check and an assignment to endorse the check using a restrictive endorsement, legibly and accurately endorse the check.	Level I 251-253
Deposits	Prepare deposit slips?	3.2.3 Accurately prepare deposit slips? P.O.3.2.3 Given a blank deposit slip, a check stub, and a list of the following items for deposit: two checks for deposit coins for deposit currency for deposit complete a deposit slip accurately and legibly.	Level I 254-257

OFFICE TECHNOLOGY I (6620)

Topical Outline	Enabling Competencies	Terminal Competencies	Ref.
	CAN THE STUDENT:	**CAN THE STUDENT:**	
Reconciliation	Reconcile a bank statement?	3.2.4 Prepare a simple bank reconciliation?	Level I 259-260
		P.O.3.2.4 Given the following information pertaining to a bank reconciliation: name of company date bank balance outstanding checks bank service charge deposits in transit prepare a bank reconciliation with agreeing balances.	
4. MAIL PROCESSING			
4.1 Incoming Mail	Open, stamp, sort, route, and distribute incoming mail?	4.1 Process incoming mail?	
		P.O.4.1 Given 10 pieces of incoming mail and a date stamp, process the mail as follows: open, stamp, sort and distribute. A checklist will be used to rate performance. All items must receive an acceptable rating.	Level I 84-87
4.2 Outgoing Mail		4.2 Process outgoing mail?	

Topical Outline	Enabling Competencies	Terminal Competencies	Ref.
	CAN THE STUDENT:	**CAN THE STUDENT:**	
Classes Preparation	Select appropriate class of mail for various items to be mailed? Verify addresses, check for enclosures, and properly fold and insert items to be mailed in envelopes?	P.O.4.2 Given 10 items to be processed for mailing, addressed envelopes, postage scale, and a U.S. Postal Manual, insert items into envelopes, seal, weigh, and affix or mark appropriate postage on each item with 80% accuracy.	FBLA Guide 3.46-3.51 Level I 76-83
5. MAINTENANCE AND CARE OF OFFICE EQUIPMENT			
5.1 Calculating Equipment	Change the ribbon, replace the paper tape, and make minor machine adjustments?	5.1 When appropriate, change the ribbon and replace the paper tape? P.O.5.1 Given a calculator and supplies, change the ribbon and replace the paper tape according to manufacturer directions to maintain an operable calculating machine.	
5.2 Typewriters	Clean keys, element, or print wheel and remove dust; change ribbon; and make minor machine adjustments?	5.2 When appropriate, clean keys, element, or print wheel; remove dust; and change ribbon? P.O.5.2 Given typewriter and supplies, clean keys, element, or print wheel; remove dust; and change ribbon according to manufacturer directions to maintain an operable typewriter.	

OFFICE TECHNOLOGY I (6620)

Topical Outline	Enabling Competencies	Terminal Competencies	Ref.
	CAN THE STUDENT:	**CAN THE STUDENT:**	
6. OFFICE EXPERIENCE			
6.1 Simulations	Perform the activities in a simulated office environment and integrate previously acquired competencies?	6.1 Acceptably demonstrate and synthesize previously learned knowledge, skills, and attitudes to complete the tasks of a given position in an office? P.O.6.1 Given a simulated project or model office simulation, complete the assigned tasks, demonstrating and synthesizing previously learned knowledge and skills. An acceptable rating must be received for 80% of the items on a checklist.	
6.2 Cooperative Office Education	Perform the tasks required of a part-time office employee?	6.2 Successfully perform the tasks required of a part-time office employee? P.O.6.2 Given a related part-time position, complete assigned tasks according to an individualized training plan with acceptable ratings on at least 80% of the tasks.	
7. RECORDS MANAGEMENT			
7.1 Procedures and Equipment			
Need for Accurate Records	Describe the need for storing records?		
Terminology	Use proper terminology when discussing various aspects of filing?		

Topical Outline	Enabling Competencies	Terminal Competencies	Ref.
	CAN THE STUDENT:	**CAN THE STUDENT:**	
Filing Supplies and Equipment	Identify types of supplies and equipment and describe uses of each?		
7.2 Filing			
Alphabetic Rules	Apply alphabetic filing rules?	7.2 Correctly index, code, sort and file alphabetically? P.O.7.2 Given 10 names, including individual and company names, index, code, and file alphabetically with 100% accuracy.	Level I 40
8. REPROGRAPHICS			
8.1 Appropriate Use	Describe the following duplication methods? a. stencil b. offset c. spirit d. thermal copier e. photocopier	8.1 Make decisions on best copying/duplicating method to use? P.O.8.1 Given five written situations that require use of copying/duplicating services, identify the best copying/duplicating method to use with 80% accuracy.	FBLA Guide 3.60-3.6 Level I 203-209
8.2 Terminology	Use proper techniques when describing supplies and duplicating equipment?		
8.3 Photocopy Preparation	Select appropriate method of preparation, including cutting and pasting, according to copying process used?	8.3 Prepare acceptable copy for duplication by the photocopy process?	Level II 252

OFFICE TECHNOLOGY I (6620)

Topical Outline	**Enabling Competencies**	**Terminal Competencies**	**Ref.**
	CAN THE STUDENT:	**CAN THE STUDENT:** P.O.8.3 Given a document to be altered, typed, cut, pasted, and copied by a photocopy process, produce a usable copy.	
9. TYPEWRITING			
9.1 Format Review	Select and use appropriate formats for business correspondence?		
9.2 Speed and Accuracy	Demonstrate incremental improvement in speed and accuracy?	9.2 Keyboard straight copy at a minimum rate and with an error tolerance acceptable for employment? P.O.9.2 Given a typewriter, supplies, and a 5-minute time limit, keyboard straight copy at a speed of at least 40 words per minute with no more than 3 errors. (Civil Service minimum is 40 wpm with 3 errors for 5 minutes. NOTE: Number of errors allowed increases as speed increases. Refer to Civil Service Handbook for further information.)	
9.3 Error Correction	Use various correction media such as erasers, liquid, tape, and self-correcting typewriters?	9.3 Properly use various correction media? P.O.9.3 Given various correction media such as erasers, fluid, and self-correcting typewriters, correct typewritten material into mailable form.	

OFFICE TECHNOLOGY I (6620)

Topical Outline	Enabling Competencies	Terminal Competencies	Ref.
	CAN THE STUDENT:	**CAN THE STUDENT:**	
9.4 Production			
Correspondence	Typewrite business correspondence from rough-draft copy?	9.4.1 Typewrite usable business letters and envelopes?	Level I 60-62
		P.0.9.4.1 Given 2 unarranged copies of business letters of approximately 100 words each, 2 envelopes, required supplies, reference materials, and instructions for the format to be used, typewrite 2 mailable letters, one with a carbon, and the envelopes within 40 minutes.	
	Typewrite memoranda from rough-draft copies into correct format?	9.4.2 Typewrite usable interoffice memoranda?	Level I 63-66
		P.0.9.4.2 Given rough-draft copies of two memoranda that have been edited, necessary supplies, and instructions on the format to be used, typewrite the memoranda in mailable form, 1 with a carbon, within 30 minutes.	
Envelopes	Typewrite addresses on envelopes in a format recommended by the postal service.	9.4.3 Typewrite addresses on envelopes with all errors neatly corrected?	Level I 67-69
		P.0.9.4.3. Given a list of 10 addresses, 10 envelopes, and instructions on the format to be	

OFFICE TECHNOLOGY I (6620)

Topical Outline	Enabling Competencies	Terminal Competencies	Ref.
	CAN THE STUDENT:	**CAN THE STUDENT:** used, typewrite addresses on all of the envelopes in mailable form within 10 minutes.	
Preprinted Forms	Typewrite information in appropriate spaces, evenly aligned, using proper machine manipulations?	9.4.4 Typewrite routine information on short preprinted forms? P.0.9.4.4 Given three types of blank preprinted business forms that require typewriting on lines, in boxes, after guide words, or in columns; a typewriter; necessary supplies; and information for completing forms, typewrite the information onto the preprinted forms. All applicable information must be typed onto the forms in the appropriate spaces, and copy must be evenly aligned, with all errors neatly corrected.	Level II 280-285
Tables and Statistical Reports	Typewrite tables and statistical reports with correct horizontal and vertical placement of information?	9.4.5 Typewrite usable tabulated information? P.0.9.4.5 Given copies of two 3-column tables, one arranged and one semi-arranged, with five items in each column, columnar headings, and necessary supplies, typewrite both of the tables with information properly placed and all errors neatly corrected.	Level I 70-72

OFFICE TECHNOLOGY I (6620)

Topical Outline	Enabling Competencies	Terminal Competencies	Ref.
	CAN THE STUDENT:	**CAN THE STUDENT:**	
Manuscripts	Typewrite a short manuscript in correct format using headings and footnotes?	9.4.6 Typewrite a manuscript with headings and footnotes? P.O.9.4.6 Given a copy of a semi-arranged report containing headings and footnotes and needed instructions, typewrite the report with all information properly arranged and all errors neatly corrected.	Level II 277-279
Labels	Typewrite mailing labels and file folder labels in correct format?	9.4.7 Typewrite mailing labels and file folder labels? P.O.9.4.7 Given a typewriter and supplies, typewrite 5 mailing labels or file folder labels in correct format with all errors neatly corrected within 10 minutes.	Level II 272-273
10. WORD PROCESSING			
10.1 Introduction			
Terminology	Define basic word processing terms?	10.1 Define commonly used word processing terms? P.O.10.1 Given a list of ten word processing terms and a description of each term, match the terms with the descriptions.	

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OFFICE TECHNOLOGY I (6620)

Topical Outline	Enabling Competencies	Terminal Competencies	Ref.
	CAN THE STUDENT:	**CAN THE STUDENT:**	
		At least 80% of the terms must be matched correctly.	
10.2 Career Opportunities	Describe career opportunities and career ladders in word processing?		
10.3 Machine Transcription	Demonstrate proper techniques for operating the transcriber?	10.3 Transcribe from recorded media average-length correspondence? P.O.10.3 Given transcribing equipment and dictated media for a letter of approximately 150 words with punctuation included, transcribe in mailable form.	Level III 4-21
10.4 Word Processing Equipment			
Uses	Explain uses of word processing equipment?	10.4 Use proper techniques to store, recall, update, and edit text?	
Basic Techniques	Demonstrate proper techniques for operation of word processing equipment?	P.O.10.4 Given a one-page business document that has been keyboarded and stored and a list of instructions for content changes, review, edit, update and print a final copy of the document. Editing changes will include inserting and deleting a letter, word, or line; centering a title; adding a blank line; and correcting spelling and typographical errors.	

OFFICE TECHNOLOGY I (6620)

Topical Outline	Personal Employability Competencies
	DOES THE STUDENT:
11. PERSONAL EMPLOYABILITY SKILLS AND KNOWLEDGES	
11.1 Leadership Training Skills (Future Business Leaders of America)	11.1 Participate in the Future Business Leaders of America? P.O.11.1 Given organizational guidelines, participate in the in-class activities of FBLA according to guidelines provided.
11.2 Human Relations Skills	
Office Behavior	11.2.1 Identify the attitudes and work habits necessary for good interpersonal and employee/employer relations in the office? P.O.11.2.1 Given a list of traits, some of which promote good human relations among employees, identify those traits with at least 80% accuracy.
Personality Traits	11.2.2 Identify personality traits that increase job performance? P.O.11.2.2 Given a list of personality traits that increase job performance and a list of their descriptions, match the descriptions with the traits with at least 80% accuracy.
Self-Evaluation	11.2.3 Evaluate personal work habits and attitudes? P.O.11.2.3 Given guidelines on good work habits and a list of poor work habits and attitudes, identify ways that poor habits and attitudes can be improved, according to guidelines provided.
Attendance and Punctuality	11.2.4 Maintain regular and prompt attendance? P.O.11.2.4 Given a class schedule, attend class and arrive on time at least 90% of the time during each grading period.

OFFICE TECHNOLOGY I (6620)

Topical Outline	Personal Employability Competencies
	DOES THE STUDENT:
Following Instructions	11.2.5 Follow oral or written instructions in the completion of assigned tasks?
	P.O.11.2.5 Given a role-playing situation requiring the following of oral or written instructions, listen or read and follow instructions. A checklist will be used to rate performance; all items must receive an acceptable rating.
Appearance and Grooming	11.2.6 Exhibit good grooming and appropriate attire for work according to office standards?
	P.O.11.2.6 Given guidelines on grooming and a simulated office situation, dress appropriately and demonstrate the essentials of good grooming for one week. Appearance will be judged appropriate, according to a checklist based on the guidelines.
11.3 Job-Seeking Skills	
Resume/Personal Data Sheet	11.3.1 Prepare a resume or personal data sheet?
	P.O.11.3.1 Given a resume or personal data sheet format, type a personal data sheet or resume, giving all appropriate information. All information must be accurate and all errors neatly corrected.
Application Forms	11.3.2 Prepare application forms so applicant is presented favorably?
	P.O.11.3.2 Given a job application form and instructions to complete each item (using N/A on items that are not applicable), print or typewrite the information. All information must be accurate and all errors neatly corrected.

OFFICE TECHNOLOGY I (6620)

Topical Outline	Personal Employability Competencies
	DOES THE STUDENT:
Letters	11.3.3 Compose and typewrite acceptable application letters?
	P.O.11.3.3 Given a want ad from a local newspaper advertising an office position, compose and typewrite a letter of application. All information must be accurate and all errors neatly corrected.
Job Interview	11.3.4 Demonstrate acceptable behavior during a simulated job interview?
	P.O.11.3.4 Given a simulated job interview situation, make an appointment and participate in a personal interview. All items on a job interview checklist must receive an acceptable rating.
11.4 Organizational Skills	
Station	11.4.1 Keep the area in and around the work station uncluttered?
	P.O.11.4.1 Given an assigned work station and a checklist for maintaining a work station, maintain an orderly work station during 90% of the grading period.
Work Priorities	11.4.2 Plan work efficiently to meet deadlines?
	P.O.11.4.2 Given a description of office activities to be performed in a designated time, determine work priorities to meet deadlines with 90% accuracy.
11.5 FBLA-Related Activities	Activities can be taken from the FBLA Guide as follows: 4.1 -4.16 Job-Seeking Skills 4.27-4.39 Human Relations Skills 4.47-4.52 Leadership Training Skills

OFFICE TECHNOLOGY II (6621)

Grade Level: 11 or 12

Prerequisites: Office Technology I

Office Technology II is a one-year, single-period course designed to further refine skills developed in Office Technology I. Emphasis is placed on production work performed at acceptable office standards. Units of work emphasize job-seeking skills, organizational skills, machine transcription, and word processing using the microcomputer. These skills are refined through projects, office tasks, and job simulations. (Cooperative Office Education may be a part of this course.)

The following skill areas are included in Office Technology II:

Skill Area 1 COMMUNICATION SKILLS
- 1.1 Telephone Use
- 1.2 Written Communications

Skill Area 2 FINANCIAL RECORDS
- 2.1 Data Processing
- 2.2 Payroll Records
- 2.3 Petty Cash
- 2.4 Purchases and Sales

Skill Area 3 MAIL PROCESSING
- 3.1 Incoming Mail
- 3.2 Outgoing Mail

Skill Area 4 MAINTENANCE AND CARE OF OFFICE EQUIPMENT
- 4.1 Calculating Equipment
- 4.2 Typewriters
- 4.3 Repair Service

Skill Area 5 OFFICE EXPERIENCE
- 5.1 Simulations
- 5.2 Cooperative Office Education

Skill Area 6 RECORDS MANAGEMENT
- 6.1 Filing Procedures
- 6.2 Filing Methods
- 6.3 Cross-Reference Procedures
- 6.4 Selection of Filing Methods
- 6.5 Retrieval
- 6.6 Charge-Out Procedures
- 6.7 Tickler and Follow-up
- 6.8 Transferral

Skill Area 7 TYPEWRITING
- 7.1 Speed and Accuracy
- 7.2 Error Correction
- 7.3 Business Correspondence
- 7.4 Preprinted Business Forms
- 7.5 Specialized Typewriting
- 7.6 Tables and Reports
- 7.7 Labels and Index Cards

Skill Area 8 WORD PROCESSING
- 8.1 Machine Transcription
- 8.2 Word Processing Equipment
- 8.3 Proofread and Edit Functions

Skill Area 9 PERSONAL EMPLOYABILITY SKILLS AND KNOWLEDGE
- 9.1 Leadership Training (FBLA)
- 9.2 Human Relations Skills
- 9.3 Job-Seeking Skills
- 9.4 Organizational Skills
- 9.5 Personal Finances
- 9.6 FBLA-Related Activities

OFFICE TECHNOLOGY II (6621)

Topical Outline	Enabling Competencies	Terminal Competencies	Ref.
	CAN THE STUDENT:	**CAN THE STUDENT:**	
0. COURSE OVERVIEW			
0.1 Explanation of Job Competencies	Identify competencies that will be covered during the year?		
0.2 Explanation of Grading System	Explain how grades will be determined?		
0.3 Explanation of Cooperative Office Education (optional)	Interpret COE forms: agreement, student regulations, training plans; earnings report:		
1. COMMUNICATION SKILLS			
1.1 Telephone Use	Demonstrate proper business telephone techniques?	1.1 Describe proper business telephone techniques?	
		P.O.1.1 Given a written test on proper business telephone techniques, answer with 90% accuracy.	
1.2 Written Communications	Compose typewritten business communications, using correct grammar appropriate references, and letter-writing principles?	1.2 Compose and typewrite in mailable form appropriate business correspondence?	
		P.O.1.2 Given five situations, compose and typewrite in mailable form appropriate business correspondence for at least four of the five situations.	
2. FINANCIAL RECORDS			
2.1 Data Processing	Explain the importance of data processing systems to today's business?	2.1 Accurately identify equipment and procedures used in data processing?	

OFFICE TECHNOLOGY II (6621)

Topical Outline	Enabling Competencies	Terminal Competencies	Ref.
	CAN THE STUDENT:	**CAN THE STUDENT:**	
Importance and Uses	Identify uses of common types of data processing equipment?	P.O.2.1 Given a multiple choice test on data processing applications, data entry procedures, and magnetic storage devices, respond correctly to 80% of the items.	
Sources and Types of Data	Identify sources and types of data?		
2.2 Payroll Records	From time records or salary schedules, complete payroll register and individual employee earnings records and prepare payroll checks?	2.2 Accurately prepare payroll records? P.O.2.2 Given completed time cards for five employees, an employee earnings record, an income tax withholding table, a FICA tax table, and a blank payroll register, prepare the register, update one employee's earnings record, and typewrite payroll voucher checks. All calculations must be accurate and the voucher checks must be typewritten correctly.	Level II 77-86
2.3 Petty Cash	Prepare petty cash vouchers, record transactions, and replenish the fund?	2.3 Accurately prepare petty cahs records? P.O.2.3 Given five petty cash vouchers and a petty cash journal, record the transactions and replenish the petty cash fund. All items must be recorded accurately and the fund must be in balance.	Level II 67-69

OFFICE TECHNOLOGY II (6621)

Topical Outline	Enabling Competencies	Terminal Competencies	Ref.
	CAN THE STUDENT:	**CAN THE STUDENT:**	
2.4 Purchases and Sales			
Preparation of Forms	Record applicable information on requisitions, purchase orders, and invoices? Compute extensions and totals, applicable discounts, and sales tax? Verify descriptive and numerical information after recording and computing?	2.4.1 [illegible]rately prepare typewritten requisitions? P.O.2.4.1 Given the following data involving the requisition of merchandise and a blank requisition: date, purchase requisition number and department, quantities, stock numbers, and description of items prepare the purchase requisition. All information must be typewritten correctly and in the proper location on the form.	Level I 261-263
		2.4.2 Accurately prepare typewritten purchase orders? P.O.2.4.2 Given the following data involving the purchase of merchandise and a blank purchase order: name of supplier, date of purchase, purchase order number, terms, quantities, stock numbers, description of items, unit prices	Level I 265-266

OFFICE TECHNOLOGY II (6621)

Topical Outline	Enabling Competencies	Terminal Competencies	Ref.
	CAN THE STUDENT:	CAN THE STUDENT:	
		prepare the purchase order. All items must be typewritten correctly and in the proper location on the form,and all calculations must be correct.	
		2.4.3 Accurately prepare typewritten invoices?	Level I 267-269
		P.O.2.4.3 Given the following data involving merchandise sold and a blank invoice:	
		date, name and address of customer, invoice number, terms, customer order number, quantities, description of items, unit prices	
		prepare the invoice. All items must be typewritten correctly and in the proper locations on the form,and all calculations must be correct.	
Customer Statements	Compute balances in accounts receivable and accounts payable accounts?	2.4.4 Accurately prepare customer monthly statements?	
	Prepare monthly statements from invoices and ledger sheets?	P.O.2.4.4 Given five completed accounts in the accounts receivable ledger and five blank customer monthly statements, prepare statements from the ledger sheets. All numeric and	

OFFICE TECHNOLOGY II (6621)

Topical Outline	Enabling Competencies	Terminal Competencies	Ref.
	CAN THE STUDENT:	**CAN THE STUDENT:**	
		typewritten information must be correct.	
	Compute cash and trade discounts where applicable?	2.4.5 Accurately process unpaid invoices with various trade and cash discounts?	Level II 185-189
	Process unpaid invoices for payment?	P.O.2.4.5 Given five unpaid invoices with various trade and cash discounts, compute the discounts as applicable and compute the net amounts. Calculations for at least four of the five invoices must be accurate.	
3. MAIL PROCESSING			
3.1 Incoming Mail	Describe incoming mail processing procedures?	3.1 Correctly forward mail?	
		P.O.3.1 Given five pieces of mail, correctly forward, when appropriate. A checklist will be used to rate performance.	
3.2 Outgoing Mail	Describe outgoing mail processing procedures?	3.2 Accurately classify mail?	Level I 77-79
		P.O.3.2 Given five pieces of mail, determine most appropriate classification for mailing with 100% accuracy.	
4. MAINTENANCE AND CARE OF OFFICE EQUIPMENT			
4.1 Calculating Equipment	Change the ribbon and replace the paper tape?	4.1 Change the ribbon and replace the paper tape on calculating equipment?	

Topical Outline	Enabling Competencies	Terminal Competencies	Ref.
	CAN THE STUDENT:	**CAN THE STUDENT:**	
		P.O.4.1 Given a calculator and supplies, change the ribbon or replace the paper tape according to manufacturer's directions to maintain an operable calculating machine.	
4.2 Typewriters	Clean keys, element, or print wheel; change ribbon; and replace correction tape?	4.2 Clean, adjust, and replace ribbon on typewriter?	
		P.O.4.2 Given a typewriter and the manufacturer's operating manual, clean keys, element, or print wheel; remove dust; and change ribbon and correction tape according to manufacturer's directions to maintain an operable typewriter.	
4.3 Repair Service	Determine when to call for repair or preventive maintenance service?	4.3 Determine when to request repair service or preventive maintenance?	
		P.O.4.3 Given simulated situations, determine with 80% accuracy when repair service is required to maintain operable equipment.	
5. OFFICE EXPERIENCE			
5.1 Simulations Job Flow of Work	Perform activities in a simulated office environment and integrate previously acquired competencies?	5.1 Acceptably demonstrate and synthesize previously learned knowledge, skills, and attitudes to complete the tasks of a given position in a model office?	

OFFICE TECHNOLOGY II (6621)

Topical Outline	Enabling Competencies	Terminal Competencies	Ref.
	CAN THE STUDENT:	**CAN THE STUDENT:**	
		P.O.5.1 Given a simulated project or model office simulation, perform the assigned tasks, demonstrating and synthesizing previously learned knowledge, skills, and attitudes in an acceptable manner. An acceptable rating must be received for 80% of the items on a checklist.	
5.2 Cooperative Office Education	Perform the tasks required of a part-time office employee?	5.2 Successfully perform the tasks required of a part-time office employee? P.O.5.2 Given a related part-time position, complete assigned tasks according to an individualized training plan with acceptable ratings on at least 80% of the tasks.	
6. RECORDS MANAGEMENT			
6.1 Filing Procedures	Inspect, index, code, sort, and file information and arrange materials properly in folders?		
6.2 Filing Methods			
Alphabetic System	File materials in an alphabetic filing system?	6.2.1 Correctly file documents alphabetically?	Level I 40

OFFICE TECHNOLOGY II (6621)

Topical Outline	Enabling Competencies	Terminal Competencies	Ref.
	CAN THE STUDENT:	**CAN THE STUDENT:**	
		P.O.6.2.1 Given 20 pieces of correspondence, a file with guides, and folders arranged for alphabetical filing, index, code, sort, and file at least 16 of the 20 pieces correctly.	
Geographic System	File materials in a geographic filing system?	6.2.2 Correctly file documents geographically?	Level II 138
		P.O.6.2.2 Given 15 pieces of correspondence, a file with guides, and folders arranged for geographic filing, index, code, sort, and file the correspondence geographically. At least 12 of the 15 pieces must be filed correctly.	
Numeric System	File materials in a numeric filing system?	6.2.3 Correctly file documents numerically?	Level I 41
		P.O.6.2.3 Given 20 indexed pieces of correspondence, a file with guides, and folders arranged for numeric filing, code, sort, and file at least 16 of the 20 pieces correctly.	
Subject System	File materials in a subject filing system?	6.2.4 Correctly file documents by subject?	Level II 140

OFFICE TECHNOLOGY II (6621)

Topical Outline	Enabling Competencies	Terminal Competencies	Ref.
	CAN THE STUDENT:	**CAN THE STUDENT:**	
		P.O.6.2.4 Given 10 pieces of correspondence, a card file with guides, and folders arranged for subject filing, index, code, sort, and file the correspondence. At least 8 of the 10 pieces must be filed correctly.	
6.3 Cross-Reference Procedures	Prepare cross-reference sheets when appropriate?	6.3 Correctly prepare cross-reference sheets?	Level II 139
		P.O.6.3 Given five indexed pieces of correspondence requiring cross-referencing and cross-reference cards or sheets, cross-reference the correspondence. At least three of the five pieces of correspondence must be cross-referenced correctly.	
6.4 Selection of Filing Methods	Determine the appropriate filing methods?	6.4 Determine the appropriate filing method for case situations?	
		P.O.6.4 Given five case situations, identify the filing method to be used. At least four of the five must be identified correctly.	
6.5 Retrieval	Retrieve materials or information from files and provide information in written form when requested?	6.5 Accurately retrieve documents or items of information from files?	Level II 141-142

OFFICE TECHNOLOGY II (6621)

Topical Outline	Enabling Competencies	Terminal Competencies	Ref.
	CAN THE STUDENT:	**CAN THE STUDENT:**	
		P.0.6.5 Given five requests for retrieval of correspondence and files arranged for alphabetic, numeric, geographic, and subject systems, retrieve at least four of the five requested pieces of correspondence.	
6.6 Charge-Out Procedures	Use proper procedures for charging out materials?	6.6 Accurately charge out documents from files?	
		P.0.6.6 Given five requests for retrieval of correspondence, retrieve the requested correspondence and correctly complete an out card or a check-out form for at least four of the five requests.	
6.7 Tickler and Follow-Up	Maintain a tickler file performing tasks as indicated by the file?		
6.8 Transferral	Bring file folders up to date by merging, transferring and disposing records as appropriate?		
7. TYPEWRITING			
7.1 Speed and Accuracy	Demonstrate incremental improvement in speed and accuracy?	7.1 Typewrite straight copy at a minimum rate with an error tolerance acceptable for employment?	

OFFICE TECHNOLOGY II (6621)

Topical Outline	Enabling Competencies	Terminal Competencies	Ref.
	CAN THE STUDENT:	**CAN THE STUDENT:** (Civil Service minimum is 40 wpm with 3 errors for 5 minutes. NOTE: Number of errors allowed increases as speed increases. Refer to Civil Service Handbook for further information.) P.O.7.1 Given a typewriter and a 5-minute time limit, keyboard straight copy at a speed of at least 45 gross words per minute for 5 minutes with no more than 5 errors.	
7.2 Error Correction	Use varied correction techniques and materials such as eraser, liquid, tape, and self-correcting typewriter?		
7.3 Business Correspondence	Select and use appropriate formats for business correspondence and envelopes?	7.3.1 Typewrite from handwritten or edited rough-draft copy mailable average-length business letters with special features and appropriate copies? P.O.7.3.1 Given copies of two unarranged business letters containing special features and typing instructions, typewrite the letters in a specified format on stationery provided, making carbon copies as indicated. At least one of the two letters must be mailable. This task must be completed within 50 minutes.	Level II 260-264

OFFICE TECHNOLOGY II (6621)

Topical Outline	Enabling Competencies	Terminal Competencies	Ref.
	CAN THE STUDENT:	**CAN THE STUDENT:**	
		7.3.2 Accurately typewrite from handwritten or edited rough-draft copy an average-length memorandum? P.0.7.3.2 Given a copy of a semi-arranged memorandum that has several recipients and contains tabulated material, typewrite the memorandum in mailable form.	Level II 265-267
	Typewrite addresses on envelopes in format recommended by the Postal Services?	7.3.3 Typewrite addresses on envelopes in acceptable format? P.0.7.3.3 Given a list of 10 addresses and 10 envelopes, typewrite at least 8 of the 10 envelopes in mailable form within 10 minutes.	Level I 61-62
7.4 Preprinted Business Forms	Typewrite information in appropriate spaces, evenly aligned, with proper machine manipulations?	7.4 Typewrite information on preprinted forms in acceptable format? P.0.7.4 Given three types of blank preprinted business forms and information necessary for completing the forms, typewrite the forms with all information placed in appropriate spaces, evenly aligned, and all errors neatly corrected.	Level II 280-285

OFFICE TECHNOLOGY II (6621)			
Topical Outline	**Enabling Competencies**	**Terminal Competencies**	**Ref.**
	CAN THE STUDENT:	**CAN THE STUDENT:**	
7.5 Specialized Typewriting			
Government Documents	Use appropriate format and procedures in typewriting government documents?	7.5.1 Typewrite in mailable form a typical government document? P.0.7.5.1 Given a government document, typewrite it in the format specified. The completed document must be mailable, with all errors neatly corrected.	
Legal Documents	Use appropriate format and procedures in typewriting legal documents?	7.5.2 Typewrite in mailable form a typical legal document? P.0.7.5.2 Given a legal document, the information necessary for typing and/or filling in the document, typewrite the document in the proper legal format. Numerical information must be accurately typed. Other information must be accurate with corrections.	
7.6 Tables and Reports	Typewrite tables and statistical reports with correct horizontal and vertical placement of information?	7.6.1 Typewrite from rough-draft copy tables or statistical reports? P.0.7.6.1 Given rough-draft copy of three tables or statistical reports, typewrite the tables or reports with information properly arranged and all errors neatly corrected.	Level II 277-280

OFFICE TECHNOLOGY II (6621)

Topical Outline	Enabling Competencies	Terminal Competencies	Ref.
	CAN THE STUDENT:	**CAN THE STUDENT:**	
		7.6.2 Typewrite from rough-draft copy a report with footnotes, title page, table of contents, and bibliography? P.O.7.6.2 Given rough-draft copy of a two-page report with footnotes, title page, table of contents, and bibliography, typewrite the report in specified format with all errors neatly corrected.	
7.7 Labels and Index Cards	Use correct procedures in typewriting labels and index cards?	7.7 Use correct procedures in typewriting index cards? P.O.7.7 Given a format for index cards, typewrite five index cards with all information correctly placed and all errors neatly corrected.	
8. WORD PROCESSING			
8.1 Machine Transcription	Demonstrate proper techniques for operating the transcriber?	8.1 Transcribe from recorded media correspondence in mailable form? P.O.8.1 Given transcribing equipment and dictated media for three average-length business documents, transcribe in mailable form.	Level III 226-231

OFFICE TECHNOLOGY II (6621)

Topical Outline	Enabling Competencies	Terminal Competencies	Ref.
	CAN THE STUDENT:	**CAN THE STUDENT:**	
8.2 Word Processing Equipment		8.2 Use word processing equipment to record and play back business correspondence in mailable form?	Level III 202-265
Uses	Explain uses of word processing equipment?		
Machine Operation	Demonstrate proper techniques for operation of word processing equipment?	P.0.8.2 Given word processing equipment and a rough-draft memo to be routed to five departments, record the memo and play back a mailable copy for each department.	
Recording	Record business documents using word processing equipment?		
Playback	Play back recorded material?		
8.3 Proofread and Edit Functions	Proofread and edit?	8.3 Edit for accuracy of content and clarity of expression?	Level III 198-199
		P.0.8.3 Given three pieces of business correspondence needing revision, proofread and edit the correspondence. At least two of the three pieces of correspondence must be correctly edited.	

OFFICE TECHNOLOGY II (6621)

Topical Outline	Personal Employability Competencies
	DOES THE STUDENT:
9. PERSONAL EMPLOYABILITY SKILLS AND KNOWLEDGE	
9.1 Leadership Training Skills (Future Business Leaders of America)	9.1 Participate in the Future Business Leaders of America? P.O.9.1 Given organizational guidelines, participate in in-class activities of FBLA according to guidelines provided.
9.2 Human Relations Skills	
Office Behavior	9.2.1 Identify the attitudes and work habits necessary for good interpersonal and employee/employer relations in the office? P.O.9.2.1 Given a list of traits, some of which promote good human relations among employees, identify those traits with at least 80% accuracy.
Personality Traits	9.2.2 Identify personality traits that increase job performance? P.O.9.2.2 Given a list of personality traits that increase job performance and a list of their descriptions, match the descriptions with the traits with at least 80% accuracy.
Self-Evaluation	9.2.3 Evaluate personal work habits and attitudes? P.O.9.2.3 Given guidelines on good work traits and a list of poor work habits and attitudes, identify ways that poor habits and attitudes can be improved according to the guidelines provided.
Attendance and Punctuality	9.2.4 Maintain regular and prompt attendance? P.O.9.2.4 Given a class schedule, attend class and arrive on time at least 90% of the time during each grading period.

OFFICE TECHNOLOGY II (6621)

Topical Outline	Personal Employability Competencies
	DOES THE STUDENT:
Following Instructions	9.2.5 Follow oral or written instructions in the completion of assigned tasks? P.0.9.2.5 Given a role-playing situation requiring the following of oral or written instructions, the student will listen or read and follow instructions. A checklist will be used to rate performance; all items must receive an acceptable rating.
Appearance and Grooming	9.2.6 Exhibit good grooming and appropriate attire for work according to office standards? P.0.9.2.6 Given guidelines on good grooming and a simulated office situation, dress appropriately and demonstrate the essentials of good grooming for one week. Appearance must be judged appropriate according to checklist based on the guidelines provided.
Self-Discipline	9.2.7 Identify and exhibit the attitudes and work habits that increase self-discipline? P.0.9.2.7 Given rules for proper conduct in class, exhibit self-control, persistence, and initiative in completing assignments on time. A checklist will be used to rate performance; all items must receive an acceptable rating.
Responsibility.	9.2.8 Identify and exhibit the attitudes and work habits associated with responsibility? P.0.9.2.8 Given a list of activities which require responsibility, such as bringing appropriate materials to class, using time productively, and using supplies frugally, complete the activities. A checklist will be used to rate performance; all items must receive an acceptable rating.

OFFICE TECHNOLOGY II (6621)

Topical Outline	Personal Employability Competencies
	DOES THE STUDENT:
9.3 Job-Seeking Skills	
Self-Analysis	9.3.1 Identify skills and personal traits and match them with available job opportunities? P.0.9.3.1 Given an objective test on self-understanding, identify correct responses with 90% accuracy.
Resume/Personal Data Sheet	9.3.2 Prepare a typewritten resume or personal data sheet? P.0.9.3.2 Given a resume or personal data sheet format, typewrite a resume or a personal data sheet, giving all appropriate information. All information must be accurate and all errors neatly corrected.
Application Forms	9.3.3 Prepare application forms so applicant is presented favorably? P.0.9.3.3 Given a job application form and instructions to complete each item (using N/A on items that are not applicable), print or typewrite the information. All information must be accurate and all errors neatly corrected.
Letters	9.3.4 Compose and typewrite acceptable application letters? P.0.9.3.4 Given a want ad from a local newspaper advertising a clerical position, compose and typewrite a letter of application. All information must be accurate and all errors neatly corrected.

OFFICE TECHNOLOGY II (6621)

Topical Outline	Personal Employability Competencies
	DOES THE STUDENT:
Job Interview	9.3.5 Prepare for the job interview by becoming acquainted with company in which interested and preparing information about job competencies?
	P.0.9.3.5 Given information about an available job with a specified company and necessary references, assemble information about the company and competencies required for the job. All information must be accurate and complete according to references used.
	9.3.6 Demonstrate acceptable behavior during a simulated job interview?
	P.0.9.3.6 Given a simulated job interview situation, make an appointment and participate in a personal interview. All items on a job-interview checklist must receive an acceptable rating.
Follow-Up	9.3.7 Compose and typewrite a positive and appropriate follow-up letter?
	P.0.9.3.7 Given a role-playing situation that requires composing a letter of follow-up, compose and typewrite an appropriate letter. All information must be accurate and all errors neatly corrected.
9.4 Organizational Skills	
Office Environment	9.4.1 Maintain an orderly office area?
	P.0.9.4.1 Given an assigned work station and a checklist for maintaining a work station, maintain an orderly work station during 90% of the grading period.

OFFICE TECHNOLOGY II (6621)

Topical Outline	Personal Employability Competencies
	DOES THE STUDENT:
Task	9.4.2 Assemble supplies and information necessary to complete assigned tasks?
	P.0.9.4.2 Given form letters, a list of customer names and addresses, and balances owed, assemble the necessary supplies to send appropriate letters to the customers.
Work Priorities	9.4.3 Plan work efficiently to meet deadlines?
	P.0.9.4.3 Given a description of clerical activities to be performed in a designated time, determine work priorities to meet deadlines with 90% accuracy.
Work Evaluation	9.4.4 Evaluate own work realistically?
	P.0.9.4.4 Given a task to be performed to specific standards and a checklist for evaluation of the task, evaluate personal work. The student's evaluation ratings should match those of the teacher.
9.5 Personal Finances	9.5.1 Plan a budget based on net pay?
Income Management	P.0.9.5.1 Given a paycheck, information on personal expenses, and an appropriate budget percentage scale, prepare a budget based on net pay. All information and calculations must be correct.
Income Tax Return Preparation	9.5.2 Prepare an individual income tax return?
	P.0.9.5.2 Given a W-2 form, a 1040A form, and tax instructions, prepare an individual tax return. All information and calculations must be correct.

OFFICE TECHNOLOGY II (6621)	
Topical Outline	Personal Employability Competencies
	DOES THE STUDENT:
9.6 FBLA-Related Activities	Activities can be taken from the FBLA Guide as follows: 4.1 -4.16 Job-Seeking Skills 4.27-4.39 Human Relation Skills 4.47-4.52 Leadership Training Skills

SHORTHAND (6211)

Grade Level: 11

Prerequisites: Typewriting
Recommended: Introduction to Business

Shorthand is a one-year, single-period course designed to develop basic shorthand skill. Students learn to apply shorthand theory, to read fluently from shorthand copy, to write legible shorthand notes, and to construct outlines for unfamiliar words from dictation. Students begin typewritten transcription.

The following skill areas are included in Beginning Shorthand:

Skill Area 1 SHORTHAND AND TRANSCRIPTION
- 1.1 Skill Development
- 1.2 Writing Shorthand
- 1.3 Pre-Transcription Skills
- 1.4 Transcription Skills

Skill Area 2 TYPEWRITING
- 2.1 Format Review
- 2.2 Speed and Accuracy
- 2.3 Error Correction
- 2.4 Production

Skill Area 3 PERSONAL EMPLOYABILITY SKILLS AND KNOWLEDGE
- 3.1 Leadership Training Skills (FBLA)
- 3.2 Human Relation Skills
- 3.3 Organizational Skills
- 3.4 FBLA-Related Activities

SHORTHAND (6211)

Topical Outline	Enabling Competencies	Terminal Competencies	Ref.
	CAN THE STUDENT:	**CAN THE STUDENT:**	
1. SHORTHAND AND TRANSCRIPTION			
1.1 Skill Development			
Listening and Phonetic Association	Determine the phonetic sounds and make association with the shorthand symbols?	1.1 Identify, read, and write shorthand characters, outlines, and symbols rapidly and accurately?	Level III 28-30
Reading from Plates	Read aloud shorthand characters, outlines, and symbols rapidly and accurately from familiar textbook plates or chalkboard?	P.O.1.1.1 Given 50 shorthand outlines, read at least 75% of the outlines within 8 minutes.	
Writing	Write accurate outlines, characters, and symbols?	P.O.1.1.2 Given a familiar letter consisting of at least 70 words (regular or brief form material), read the letter in 5 minutes with at least 75% accuracy.	
Reading from Notes	Read notes recorded from dictation fluently and rapidly?		
		P.O.1.1.3 Given 50 theory words, phrases, and/or brief forms, write the shorthand outlines correctly for 75% of them within 10 minutes.	Level III 28-29
		P.O.1.1.4 Given a previously written homework assignment, read a sentence or paragraph orally from the assignment within a given time limit with at least 75% accuracy.	

SHORTHAND (6211)

Topical Outline	Enabling Competencies	Terminal Competencies	Ref.
	CAN THE STUDENT:	**CAN THE STUDENT:**	
		P.O. 1.1.5 Given dictation, read orally from written outlines with at least 75% accuracy within a specified time limit.	
1.2 Writing Shorthand		1.2 Write rapidly and accurately from familiar and unfamiliar dictation material?	
Familiar Material	Write fluently shorthand outlines from familiar dictation material?		
Unfamiliar Material	Write shorthand outlines from unfamiliar material for which the more difficult words have been previewed?	P.O.1.2 Given dictation of familiar and unfamiliar shorthand outlines, write the correct outlines with 80% accuracy.	
1.3 Pre-Transcription Skills		1.3 Apply pre-transcription skills in preparing typewritten transcripts.	Level I 91-183
Spelling	Spell correctly, detect incorrect spellings, and use references to prepare accurately typewritten transcripts.	P.O.1.3 Given a business letter in which there are errors in capitalization, numbers, abbreviations, punctuation, and word division, circle each error and then keyboard the letter with all errors found corrected. At least 80% of the errors must be found.	
Punctuation	Punctuate correctly?		
Capitalization	Capitalize in an acceptable manner?		
Vocabulary	Demonstrate a workable vocabulary by recognizing common business terms?		
Homonyms	Discriminate between homonyms?		
Grammar	Use correct grammar?		

SHORTHAND (6211)

Topical Outline	Enabling Competencies	Terminal Competencies	Ref.
	CAN THE STUDENT:	**CAN THE STUDENT:**	
Word Division	Divide words correctly?		
Proofreading	Proofread for 100% accuracy, using various proofreading techniques?		
Numbers	Typewrite numbers correctly?		
Typewriting Skills	Use previously acquired skills to prepare typewritten transcripts?		
Instructions	Follow oral and written instructions?		
1.4 Transcription Skills	Prepare accurate typewritten transcripts from homework notes?	1.4 Transcribe fluently from shorthand notes?	Level I 195-196
	Prepare accurate typewritten transcripts from dictation?	P.O.1.4.1 Given homework notes, transcribe a letter with at least 75% accuracy within a given time limit.	Level III 31
	First Semester--Transcribe one average length letter from familiar dictation?	P.O.1.4.2 Given notes from familiar dictation at 50 wpm, transcribe one average-length letter (150-160 words) in 20 minutes with no more than seven errors. (First Semester)	

SHORTHAND (6211)

Topical Outline	Enabling Competencies	Terminal Competencies	Ref.
	CAN THE STUDENT:	**CAN THE STUDENT:**	
	Second Semester--Transcribe one average length letter from unfamiliar dictation?	P.O.1.4.3 Given dictation from unfamiliar material at a minimum of 60 wpm for three minutes, complete three typewritten transcripts. Each transcript must be completed within 45 minutes with 95% accuracy.	
2. TYPEWRITING			
2.1 Format Review	Select and use appropriate formats for business correspondence?		
2.2 Speed and Accuracy	Demonstrate incremental improvement in speed and accuracy?	2.2 Keyboard straight copy at a minimum rate and with an error tolerance acceptable for employment? (Civil Service minimum is 40 wpm with 3 errors for 5 minutes. NOTE: Number of errors allowed increases as speed increases. Refer to Civil Service Handbook for further information.) P.O.2.2 Given a typewriter and a 5-minute time limit, typewrite straight copy at a speed of at least 40 words per minute with no more than 3 errors.	

SHORTHAND (6211)

Topical Outline	Enabling Competencies	Terminal Competencies	Ref.
	CAN THE STUDENT:	**CAN THE STUDENT:**	
2.3 Error Correction	Use various correction media such as erasers, liquid, tape, and self-correcting typewriters?		
2.4 Production			
Correspondence	Typewrite business correspondence from rough-draft copy?	2.4.1 Typewrite usable business letters and envelopes?	Level I 60-62
		P.O.2.4.1 Given 2 unarranged copies of business letters of approximately 100 words each, 2 envelopes, required supplies, reference materials, and instructions for the format to be used, typewrite 2 mailable letters, 1 with a carbon, and envelopes within 40 minutes.	
		2.4.2 Typewrite usable interoffice memoranda?	
		P.O.2.4.2 Given rough-draft copies of 2 memoranda that have been edited, necessary supplies, and instructions on the format to be used, typewrite the memoranda in mailable form, one with a carbon, within 30 minutes.	Level I 63-66

SHORTHAND (6211)

Topical Outline	Enabling Competencies	Terminal Competencies	Ref.
	CAN THE STUDENT:	**CAN THE STUDENT:**	
Envelopes	Typewrite addresses on envelopes in a format recommended by the postal service?	2.4.3 Typewrite addresses on envelopes with all errors neatly corrected? P.0.2.4.3. Given a list of 10 addresses, 10 envelopes, and instructions on the format to be used, typewrite addresses on the envelopes in mailable form within 10 minutes.	Level I 67-69

SHORTHAND (6211)

Topical Outline	Personal Employability Competencies
	DOES THE STUDENT:
3. PERSONAL EMPLOYABILITY SKILLS AND KNOWLEDGE	
3.1 Leadership Training Skills (Future Business Leaders of America)	3.1 Participate in the Future Business Leaders of America? P.O.3.1 Given organizational guidelines, participate in in-class activities of FBLA according to guidelines provided.
3.2 Human Relations Skills	
Office Behavior	3.2.1 Identify the attitudes and work habits necessary for good interpersonal and employee/employer relations in the office? P.O.3.2.1 Given a list of traits, some of which promote good human relations among employees, identify those traits with at least 80% accuracy.
Personality Traits	3.2.2 Identify personality traits that increase job performance? P.O.3.2.2 Given a list of personality traits that increase job performance and a list of their descriptions, match the descriptions with the traits with at least 80% accuracy.
Self-Evaluation	3.2.3 Evaluate personal work habits and attitudes? P.O.3.2.3 Given guidelines on good work habits and a list of poor work habits and attitudes, identify ways poor work habits and attitudes can be improved according to guidelines provided.

SHORTHAND (6211)

Topical Outline	Personal Employability Competencies
	DOES THE STUDENT:
Attendance and Punctuality	3.2.4 Maintain regular and prompt attendance?
	P.0.3.2.4 Given a class schedule, attend class and arrive on time at least 90% of the time during each grading period.
Following Instructions	3.2.5 Follow oral or written instructions in the completion of assigned tasks?
	P.0.3.2.5 Given a role-playing situation requiring the following of oral or written instructions, listen or read and follow instructions. A checklist will be used to rate performance; all items must receive an acceptable rating.
Appearance and Grooming	3.2.6 Exhibit good grooming and appropriate attire for work according to office standards?
	P.0.3.2.6 Given guidelines on good grooming and a simulated office situation, dress appropriately and demonstrate the essentials of good grooming for one week. Appearance must be judged appropriate according to checklist based on guidelines provided.
3.3 Organizational Skills	
Work Station	3.3.1 Keep the area in and around the work station uncluttered?
	P.0.3.3.1 Given an assigned work station and a checklist for maintaining the work station, maintain an orderly work station during 90% of the grading period.
Work Priorities	3.3.2 Plan work efficiently to meet deadlines?
	P.0.3.3.2 Given a description of office activities to be performed in a designated time, determine work priorities to meet deadlines with 90% accuracy.

SHORTHAND (6211)

Topical Outline	Personal Employability Competencies
	DOES THE STUDENT:
3.4 FBLA-Related Activities	Activities can be taken from the FBLA Guide as follows: 4.27-4.39 Human Relations Skills 4.47-4.52 Leadership Training Skills

WORD PROCESSING (6625)

Grade Level (Suggested): 12

Prerequisites: Typewriting and Office Technology I*

Word Processing is a single-period, one-year course designed for students who have completed shorthand as well as those who have had no shorthand. Shorthand students will continue development in speed building and transcription. All students will receive instruction in machine transcription, basic language skills, typewriting production, and word processing concepts and terminology. A word processing office simulation is provided as a culminating activity. (Cooperative Office Education may be a part of this course.)

*Note: Office Technology I may be taken concurrently with Word Processing.

The following skill areas are included in Word Processing:

Skill Area 1 BASIC LANGUAGE SKILLS
- 1.1 Review of English Mechanics
- 1.2 Composition and Dictation
- 1.3 Proofread and Edit Functions

Skill Area 2 MAINTENANCE AND CARE OF OFFICE EQUIPMENT
- 2.1 Word Processing Equipment
- 2.2 Repair Service

Skill Area 3 OFFICE EXPERIENCE
- 3.1 Simulations
- 3.2 Cooperative Office Education

Skill Area 4 TRANSCRIPTION
- 4.1 Machine Transcription
- 4.2 Shorthand Transcription

Skill Area 5 TYPEWRITING
- 5.1 Production
- 5.2 Speed and Accuracy
- 5.3 Applications Using Word Processing Equipment

Skill Area 6 WORD PROCESSING CONCEPTS AND TERMINOLOGY
- 6.1 Terminology
- 6.2 Careers and Career Paths
- 6.3 Maintaining Records
- 6.4 Procedures Manual

Skill Area 7 PERSONAL EMPLOYABILITY SKILLS AND KNOWLEDGES
- 7.1 Leadership Training Skills (FBLA)
- 7.2 Human Relations Skills
- 7.3 Job-Seeking Skills
- 7.4 Organizational Skills
- 7.5 Personal Finances
- 7.6 FBLA-Related Activities

WORD PROCESSING (6625)

Topical Outline	Enabling Competencies	Terminal Competencies	Ref.
	CAN THE STUDENT:	**CAN THE STUDENT:**	
0. COURSE OVERVIEW			
0.1 Explanation of Job Competencies	Identify competencies that will be covered during the year?		
0.2 Explanation of Grading System	Explain how grades will be determined?		
0.3 Explanation of Cooperative Office Education (optional)	Interpret COE forms: agreement, student regulations, training plans, earnings report?		
1. BASIC LANGUAGE SKILLS			
1.1 Review of English Mechanics	Punctuate sentences with commas? Punctuate ends of sentences correctly? Punctuate compound sentences with commas and semicolons? Punctuate sentences with colons, semicolons, and dashes? Punctuate sentences with parentheses and quotation marks? Capitalize appropriate words in sentences? Abbreviate words correctly?	1.1 Identify incorrect punctuation, capitalization, abbreviations, numbers, and word division in business correspondence? P.O.1.1 Given a business letter in which there are errors in capitalization, numbers, abbreviations, punctuation, and word division, circle each error and then typewrite the letter with all errors found corrected. At least 80% of the errors must be found.	Level I 91-183

WORD PROCESSING (6625)

Topical Outline	Enabling Competencies	Terminal Competencies	Ref.
	CAN THE STUDENT:	**CAN THE STUDENT:**	
	Write numbers correctly in sentences?		
	Correctly apply principles of word division?		
1.2 Composition and Dictation	Write grammatically sound and complete sentences?	1.2 Compose and typewrite mailable business correspondence?	Level I 184-194
	Identify paragraphs in business correspondence? Compose simple business correspondence? Dictate simple business correspondence?	P.O.1.2 Given three business situations that require written responses, compose and typewrite mailable business letters for two of the three situations.	Level II 202-232
1.3 Proofread and Edit Functions	Proofread and edit?	1.3 Edit business correspondence for accuracy of content and clarity of expression?	
		P.O.1.3 Given three pieces of business correspondence needing revision, proofread and edit the correspondence. At least two of the three pieces of correspondence must be correctly edited.	Level III 198-199

WORD PROCESSING (6625)

Topical Outline	Enabling Competencies	Terminal Competencies	Ref.
	CAN THE STUDENT:	CAN THE STUDENT:	
2. MAINTENANCE AND CARE OF OFFICE EQUIPMENT			
2.1 Word Processing Equipment	Demonstrate proper care and use of word processing equipment?	2.1 Care for word processing equipment as directed in the equipment manual? P.O.2.1 Given the equipment operating manual, clean keys and element or print wheel, remove dust, and change ribbon according to manufacturer's directions to maintain operable word processing equipment.	
2.2 Repair Service	Determine when to request repair or preventive maintenance service for word processing equipment?	2.2 Determine when to request repair service or preventive maintainance? P.O.2.2 Given simulated situations, determine with 80% accuracy when repair service is required to maintain operable processing equipment.	

WORD PROCESSING (6625)

Topical Outline	Enabling Competencies	Terminal Competencies	Ref.
	CAN THE STUDENT:	CAN THE STUDENT:	
3. OFFICE EXPERIENCE			
3.1 Simulations	Perform activities in a simulated word processing environment and integrate previously acquired competencies?	3.1 Successfully complete assigned tasks in a simulated word processing environment? P.O. 3.1 Given a word processing simulation and appropriate materials and equipment, demonstrate a level of proficiency comparable to that of an entry-level correspondence secretary. Performance must be rated acceptable according to instructor's checklist based on an appropriate job description.	
Job	Acceptably demonstrate knowledge, skills, and attitudes in simulated office jobs?		
Flow of Work	Acceptably apply previously learned knowledge, skills, and attitudes to complete the tasks of a given position in a model office?		
3.2 Cooperative Office Education	Perform the tasks required of a part-time office employee?	3.2 Successfully perform the tasks required of a part-time office employee? P.O.3.2 Given a related part-time position, complete assigned tasks according to an individualized training plan with acceptable ratings on at least 80% of the tasks.	

WORD PROCESSING (6625)

Topical Outline	Enabling Competencies	Terminal Competencies	Ref.
	CAN THE STUDENT:	**CAN THE STUDENT:**	
4. TRANSCRIPTION			
4.1 Machine Transcription	Demonstrate proper techniques for operating a transcriber?	4.1 Transcribe recorded dictation of business correspondence in mailable form?	Level III 4-21
		P.O.4.1 Given a transcribing machine, transcribe within 40 minutes 2 average-length business letters in mailable form.	
4.2 Shorthand Transcription	Transcribe shorthand notes into mailable copy?	4.2 Record and transcribe shorthand dictation of business letters into mailable copy?	Level III 28-42
		P.O.4.2 Given dictation of 3 letters composed of unpreviewed, unfamiliar material averaging 125 words each and dictated at 80 words per minute, record and transcribe the letters into mailable form. A minimum of one letter must be transcribed within 30 minutes. (This objective should be met at least two times.)	

WORD PROCESSING (6625)

Topical Outline	Enabling Competencies	Terminal Competencies	Ref.
	CAN THE STUDENT:	**CAN THE STUDENT:**	
5. TYPEWRITING			
5.1 Production	Demonstrate proficiency in production typewriting of business correspondence?	5.1 Produce mailable copies of business correspondence? P.O.5.1 Using appropriate materials and selected rough-draft copy, typewrite mailable business correspondence for 30 minutes at a rate of 15 n-pram (net production rate a minute).	
5.2 Speed and Accuracy	Demonstrate incremental improvement in speed and accuracy?	5.2 Keyboard straight copy at a minimum rate with an error tolerance acceptable for employment? (Civil Service minimum is 40 wpm with three errors for 5 minutes. NOTE: Number of errors allowed increases as speed increases. Refer to Civil Service Handbook for further information.) P.O.5.2 Given a typewriter and a 5-minute time limit, typewrite straight copy at a speed of at least 45 wpm for 5 minutes with no more than 5 errors.	

WORD PROCESSING (6625)

Topical Outline	Enabling Competencies	Terminal Competencies	Ref.
	CAN THE STUDENT:	**CAN THE STUDENT:**	
5.3 Applications Using Word Processing Equipment	Explain uses of word processing equipment? Demonstrate proper techniques for operation of word processing equipment? Use machine codes to format, revise, and/or edit documents accurately? Record business correspondence and reports using word processing equipment? Print recorded material?	5.3 Produce mailable business correspondence and reports using word processing equipment? P.O.5.3 Given word processing equipment, appropriate materials, and selected business correspondence, prepare five different types of mailable business correspondence: (Goal should be 25 n-pram.)	Level III 198-265
6. WORD PROCESSING CONCEPTS AND TERMINOLOGY			
6.1 Terminology	Define word processing terminology? Describe the evolution of word processing equipment?	6.1 Correctly use word processing terminology? P.O.6.1 Given a list of word processing terms and a description of each term, match the terms with the descriptions with 80% accuracy.	Level II 304-305, 307, 310 313-314
6.2 Careers and Career Paths	Describe careers and career paths in the field of word processing?	6.2.1 Identify and describe careers in word processing?	

Topical Outline	Enabling Competencies	Terminal Competencies	Ref.
	CAN THE STUDENT:	**CAN THE STUDENT:**	
		P.O.6.2.1 Given a written test, identify the job titles, reponsibilities, and characteristics needed for various word processing positions with 80% accuracy.	Level II 311-312
	Describe available sources of employment in the area?	6.2.2 List sources of information for employment opportunities?	
		P.O.6.2.2 Given appropriate references and guidelines, identify 10 sources of employment for individuals with word processing skills. The sources identified must be appropriate according to guidelines provided.	
6.3 Maintaining Records	Describe the work flow in a word processing center?	6.3 Accurately maintain a production log for a week?	
	Maintain production records required by a word processing center?	P.O.6.3 Given a log sheet and line count template, maintain records to indicate word processing production for one week. All items on the sheet must be complete and accurate.	

WORD PROCESSING (6625)

Topical Outline	Enabling Competencies	Terminal Competencies	Ref.
	CAN THE STUDENT:	**CAN THE STUDENT:**	
6.4 Procedures Manual	Develop and type examples of business correspondence to use as a guide or reference book to produce mailable copy?	6.4 Type and organize business correspondence and other selected material to use as a procedures manual? P.O.6.4 Given examples of business correspondence, a guide for word division, and rules pertaining to correct punctuation, grammar and spelling, typewrite and organize a correspondence procedures manual. The manual must be rated acceptable according to rules and guidelines provided.	

WORD PROCESSING (6625)

Topical Outline	Personal Employability Competencies
	DOES THE STUDENT:
7. PERSONAL EMPLOYABILITY SKILLS AND KNOWLEDGE	
7.1 Leadership Training Skills (Future Business Leaders of America)	7.1 Participate in the Future Business Leaders of America? P.0.7.1 Given organizational guidelines, participate in in-class activities of FBLA according to guidelines provided.
7.2 Human Relations Skills	
Office Behavior	7.2.1 Identify and exhibit the attitudes and work habits necessary for good interpersonal and employee/employer relations in the office? P.0.7.2.1 Given a list of traits, some of which promote good human relations among employees, identify those traits with at least 80% accuracy.
Personality Traits	7.2.2 Identify and exhibit personality traits that increase job performance? P.0.7.2.2 Given a list of personality traits that increase job performance and a list of their descriptions, match the descriptions with the traits with at least 80% accuracy.
Self-Evaluation	7.2.3 Evaluate personal work habits and attitudes? P.0.7.2.3 Given guidelines on good work habits and a list of poor work habits and attitudes, identify ways that poor habits and attitudes can be improved according to the guidelines provided.
Attendance and Punctuality	7.2.4 Maintain regular and prompt attendance? P.0.7.2.4 Given a class schedule, attend class and arrive on time at least 90% of the time during each grading period.

WORD PROCESSING (6625)

Topical Outline	Personal Employability Competencies
	DOES THE STUDENT:
Following Instructions	7.2.5 Follow oral or written instructions in the completion of assigned tasks? P.0.7.2.5 Given a role-playing situation requiring the following of oral or written instructions, listen or read and follow instructions. A checklist will be used to rate performance; all items must receive an acceptable rating.
Appearance and Grooming	7.2.6 Exhibit good grooming and appropriate attire for work according to office standards? P.0.7.2.6 Given guidelines on good grooming and a simulated office situation, dress appropriately and demonstrate the essentials of good grooming for one week. Appearance must be judged acceptable according to instructor's checklist based on guidelines provided.
Self-Discipline	7.2.7 Identify and exhibit the attitudes and work habits that increase self-discipline? P.0.7.2.7 Given rules for proper conduct in class, exhibit self-control, persistence and initiative in completing assignments on time. A checklist will be used to rate performance; all items must receive an acceptable rating.
Responsibility	7.2.8 Identify and exhibit the attitudes and work habits associated with responsibility? P.0.7.2.8 Given a list of activities which require responsibility, such as bringing appropriate materials to class, using time productively, and using supplies frugally, complete the activities. A checklist will be used to rate performance; all items must receive an acceptable rating.

WORD PROCESSING (6625)

Topical Outline	Personal Employability Competencies
	DOES THE STUDENT:
7.3 Job-Seeking Skills	
Self-Analysis	7.3.1 Identify skills and personal traits and match them with available job opportunities?
	P.O.7.3.1 Given an objective test on self-understanding, identify correct responses with 90% accuracy.
Resume/Personal Data Sheet	7.3.2 Prepare a typewritten resume or personal data sheet?
	P.O.7.3.2 Given examples of resumes or personal data sheets, typewrite a resume or a personal data sheet giving all appropriate information. All information must be accurate and all errors neatly corrected.
Application Forms	7.3.3 Prepare typewritten application forms so applicant is presented favorably?
	P.O.7.3.3 Given a job application form and instructions to complete each item (using N/A on items that are not applicable), print or typewrite the information. All information must be accurate and all errors neatly corrected.
Letters	7.3.4 Compose and typewrite acceptable application letters?
	P.O.7.3.4 Given a want ad from a local newspaper advertising an office position, compose and typewrite a letter of application. All information must be accurate and all errors neatly corrected.
Job Interview	7.3.5 Prepare for the job interview by becoming acquainted with company in which interested and preparing information about job competencies?

WORD PROCESSING (6625)	
Topical Outline	**Personal Employability Competencies**
	DOES THE STUDENT:
	P.0.7.3.5 Given necessary references and information about an available job with a specified company, assemble information about the company and competencies required for the job. All information must be accurate and complete according to references provided.
	7.3.6 Demonstrate acceptable behavior during a simulated job interview?
	P.0.7.3.6 Given a simulated job interview situation, make an appointment and participate in a personal interview. All items on a job interview checklist must receive an acceptable rating.
Follow-Up	7.3.7 Compose and typewrite a positive and appropriate follow-up letter?
	P.0.7.3.7 Given a role-playing situation that requires composing a letter of follow-up, compose and typewrite an appropriate follow-up letter. All information must be accurate and all errors neatly corrected.
7.4 Organizational Skills	
Office Environment	7.4.1 Maintain an orderly office area?
	P.0.7.4.1 Given an assigned work station and a checklist for maintaining a work station, maintain an orderly work station during 90% of the grading period.
Task	7.4.2 Assemble supplies and information necessary to complete assigned tasks?
	P.0.7.4.2 Given form letters, a list of customer names and addresses, and balances owed, assemble the necessary supplies to send appropriate letters to the customers.

WORD PROCESSING (6625)

Topical Outline	Personal Employability Competencies
	DOES THE STUDENT:
Work Priority	7.4.3 Plan work efficiently to meet deadlines?
	P.O.7.4.3 Given a description of office activities to be performed in a designated time, determine work priorities to meet deadlines with 90% accuracy.
Work Evaluation	7.4.4 Evaluate own work realistically?
	P.O.7.4.4 Given a task with specific standards and a checklist for evaluating the completed task, evaluate personal work. Student's evaluation ratings should match those of the teacher.
7.5 Personal Finances	
Income Management	7.5.1 Plan a budget based on net pay?
	P.O.7.5.1 Given a paycheck, information on personal expenses, and an appropriate budget percentage scale, prepare a budget based on net pay. All information and calculations must be correct.
Income Tax Return Preparation	7.5.2 Prepare an individual income tax return?
	P.O.7.5.2 Given a W-2 form, a 1040A form,and tax instructions, prepare an individual tax return. All information and calculations must be correct.
7.6 FBLA-Related Activities	Activities can be taken from the FBLA Guide as follows: 4.1-4.16 Job-Seeking Skills 4.27-4.39 Human Relation Skills 4.47-4.52 Leadership Training Skills

OFFICE SIMULATION (6440)

Grade Level: 12

Prerequisite: Office Technology I

Office Simulation is a one-year, single-period course designed to provide for students an opportunity to gain skills needed for office occupations in a simulated or model office environment. The students are organized under the direction of the teacher to perform integrated office functions at a level of intensity and in a facility that correspond to those of a typical business office.

The following skill areas are included in Office Simulation:

Skill Area 1 CALCULATING MACHINES
1.1 Arithmetic Review
1.2 Machine Operation
1.3 Speed and Accuracy
1.4 Arithmetic Applications
1.5 Business Applications and Terminology
1.6 Maintenance and Care of Equipment
1.7 FLBA-Related Activities

Skill Area 2 COMMUNICATIONS
2.1 Oral Communications
2.2 Receptionist Activities
2.3 Written Communications
2.4 FBLA-Related Activities

Skill Area 3 FINANCIAL RECORDS
3.1 Introduction
3.2 Data Processing
3.3 Checking Accounts
3.4 Payroll
3.5 Purchases and Sales
3.6 FBLA-Related Activities

Skill Area 4 MAIL PROCESSING
4.1 Incoming Mail
4.2 Outgoing Mail
4.3 FBLA-Related Activities

Skill Area 5 OFFICE MANAGEMENT
5.1 Organization
5.2 Job Orientation
5.3 Decision Making Skills
5.4 Management Careers
5.5 Simulations
5.6 FBLA-Related Activities

Skill Area 6 RECORDS MANAGEMENT
6.1 Information Systems
6.2 Filing Systems
6.3 Tickler File
6.4 FBLA-Related Activities

Skill Area 7 REPROGRAPHICS
7.1 Appropriate Use
7.2 Terminology
7.3 Preparation
7.4 Machine Operation
7.5 Maintenance and Care of Equipment
7.6 FBLA-Related Activities

Skill Area 8 TYPEWRITING

- 8.1 Format Review
- 8.2 Speed and Accuracy
- 8.3 Error Correction
- 8.4 Production
- 8.5 Preprinted Forms
- 8.6 Maintenance and Care of Equipment
- 8.7 FBLA-Related Activities

Skill Area 9 PERSONAL EMPLOYABILITY SKILLS AND KNOWLEDGE

- 9.1 Leadership Training Skills (FBLA)
- 9.2 Human Relations Skills
- 9.3 Job-Seeking Skills
- 9.4 Organizational Skills
- 9.5 Personal Finances
- 9.6 FBLA-Related Activities

OFFICE SIMULATION (6440)

Topical Outline	Enabling Competencies	Terminal Competencies	Ref.
	CAN THE STUDENT:	**CAN THE STUDENT:**	
0. COURSE OVERVIEW			
0.1 Explanation of Job Competencies	Identify competencies that will be covered during the year?		
0.2 Explanation of Grading System	Explain how grades will be determined?		
1. CALCULATING MACHINES			
1.1 Arithmetic Review	Perform the basic arithmetic processes of addition, subtraction, multiplication and division?	1.1 Manually solve basic arithmetic problems?	
		P.O.1.1 Given a written test consisting of (1) 5 addition problems, (2) 5 subtraction problems, (3) 20 multiplication problems (which include whole numbers, decimals, percents, and fractions), and (4) 5 division problems, solve the problems manually. At least 80% of the problems in each groups must be solved correctly.	Level I 273-306
1.2 Machine Operation	Operate calculating machines using proper fingering?	1.2 Operate 10-key calculating equipment by touch?	

OFFICE SIMULATION (6440)

Topical Outline	Enabling Competencies	Terminal Competencies	Ref.
	CAN THE STUDENT:	**CAN THE STUDENT:**	
		P.O.1.2 Given a 10-key calculator and a written test consisting of (1) 5 addition problems (some requiring subtotals, (2) 5 subtraction problems (some requiring credit balance answers), (3) 20 multiplication problems (some requiring the use of decimals, percents, and constant and accumulative multiplication functions), and (4) 10 division problems (some with varying decimal places), solve the problems with 80% accuracy, using the touch method of machine operation.	Level II 147-161
1.3 Speed and Accuracy	Use shortcuts and special function keys of calculating equipment to increase speed? Use verification techniques to improve accuracy?		
1.4 Arithmetic Applications	Solve problems related to simple interest, cash discounts, sales tax, and metrics	1.4 Manually solve application problems?	
		P.O.1.4 Given a written test consisting of (1) 5 simple interest problems, (2) 5 cash discount problems, (3) 5 sales tax problems, and (4) 15 metric (measure, length, and capacity) problems, solve the problems manually. At least 80% of the problems in each group must be solved correctly.	Level I 307-316

OFFICE SIMULATION (6440)

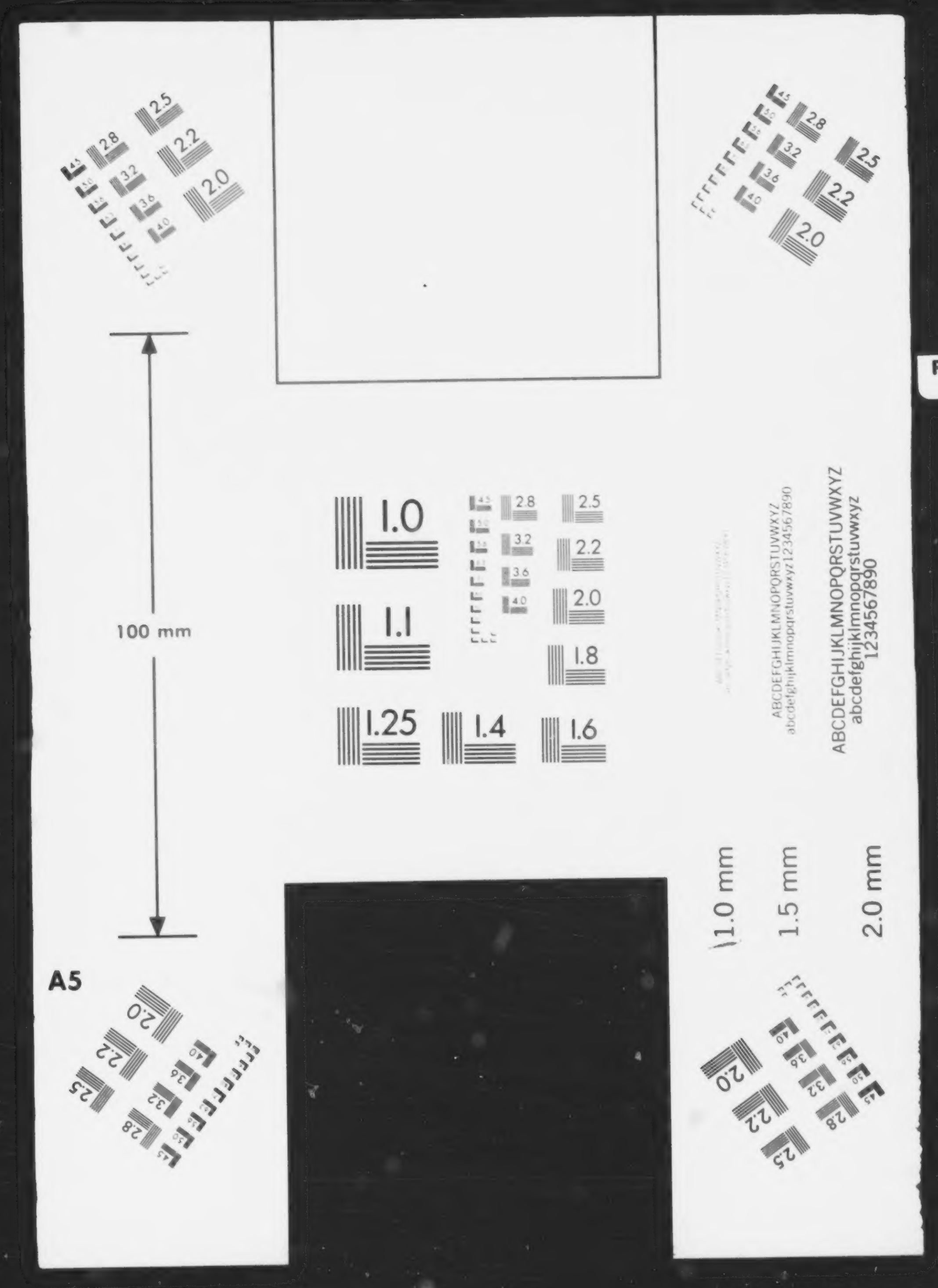
Topical Outline	Enabling Competencies	Terminal Competencies	Ref.
	CAN THE STUDENT:	**CAN THE STUDENT:**	
1.5 Business Applications and Terminology	Compute simple applications of discounts, markups, sales tax, commissions, interest, and extensions in completing business forms?	1.5 Compute and verify amounts and totals on business forms?	
		P.O.1.5.1 Given a 10-key calculator and a written test consisting of 10 problems that involve the calculation of commissions, solve the commission problems. At least 8 of the 10 problems must be solved correctly within 15 minutes.	Level II 162-164
		P.O.1.5.2 Given a 10-key calculator and a written test consisting of 20 markup and 5 markdown problems, (1) compute the amount of markup and selling price when the markup is based on cost, (2) compute the percent of markup based on the cost, (3) compute the amount of markup and cost when the markup is based on the selling price, (4) compute the percent of markup based on the selling price, and (5) compute the amount of markdown and new selling price of each item when the original price and percent of markdown are known. At least 80% of the problems in each group must be solved correctly within 40 minutes.	

OFFICE SIMULATION (6440)

Topical Outline	Enabling Competencies	Terminal Competencies	Ref.
	CAN THE STUDENT:	**CAN THE STUDENT:**	
		P.O.1.5.3 Given an invoice in which the qualities and unit prices are known, compute the extensions, cash discount, and net amount and determine the due date of the invoice. All answers must be correct.	Level II 185-192
		P.O.1.5.4 Given the rate of sales tax and a sales slip that requires the calculation of totals and the amount of sales tax, compute all figures. All answers must be correct.	Level II 190-192
1.6 Maintenance and Care of Equipment	Change the ribbon, replace the paper tape, and make minor machine adjustments on calculating equipment?		
1.7 FBLA-Related Activities	Activities can be taken from the Guide for Integrating FBLA into the Classroom (in the future referred to as FBLA Guide),3.1-3.7, and/or the local chapter's fund-raising projects.		
2. COMMUNICATIONS			
2.1 Oral Communications			
Listening Techniques	Demonstrate effective listening techniques?		

OFFICE SIMULATION (6440)

Topical Outline	Enabling Competencies	Terminal Competencies	Ref.
	CAN THE STUDENT:	**CAN THE STUDENT:**	
Basic Telephone Information	Use basic telephone information such as types of service and calls, time zones, types of equipment, and directories?	2.1.1 Use basic telephone information effectively?	
		P.0.2.1.1a Given a list of 10 telephone services and types of calls and a description of 10 services and calls, match the terms with the descriptions. At least 8 of the 10 terms must be matched correctly.	Level I 25-27
		P.0.2.1.1b Given a local telephone directory and a list of 25 names, some of which will be governmental agencies and some of which will be spelled differently from the directory, locate in the directory each name on the list and record the correct telephone number in the space provided. At least 20 of the 25 phone numbers must be recorded correctly.	Level I 28-29
Incoming Calls	Demonstrate correct procedures for answering promptly and properly, taking messages, and terminating calls?	2.1.2 Answer routine calls properly?	
		P.0.2.1.2 Given a telephone or Business Trainer, and a situation involving an incoming call, answer the telephone. A checklist will be used to rate performance; all items on the checklist must receive an acceptable rating.	Level I 30-33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OFFICE SIMULATION (6440)			
Topical Outline	**Enabling Competencies**	**Terminal Competencies**	**Ref.**
	CAN THE STUDENT:	**CAN THE STUDENT:**	
Outgoing Calls	Demonstrate correct procedures for placing outgoing local and long-distance calls?	2.1.3 Place outgoing calls properly?	
		P.O.2.1.3 Given a telephone or Business Trainer and a situation requiring an outgoing local call, place the telephone call. A checklist will be used to rate performance; all items must receive an acceptable rating.	Level I 34-36
Oral Presentation	Prepare outline and deliver a short speech? (NOTE: This activity can be related to FBLA Public Speaking event. Refer to 2.32-2.35 in FBLA Guide.)		
2.2 Receptionist Activities			
Office Visitors	Greet visitors in a businesslike manner and direct to proper offices?	2.2.1 Perform routine receptionist activities, including greeting visitors and making introductions?	
	Make introductions properly?	P.O.2.2.1 Given a role-playing situation requiring the greeting of visitors in a business office and directing them to other locations, greet the visitors and give them appropriate directions to other locations. A checklist will be used to rate performance; all items must receive an acceptable rating.	Level I 197-198

OFFICE SIMULATION (6440)

Topical Outline	Enabling Competencies	Terminal Competencies	Ref.
	CAN THE STUDENT:	**CAN THE STUDENT:**	
Appointments	Schedule and confirm appointments?	P.O.2.2.2 Given a written situation and an assignment to introduce one individual orally to another individual, make the introduction properly. A checklist will be used to rate performance; all items must receive an acceptable rating.	Level I 436-437
2.3 Written Communications	Compose simple business communications using correct grammar, appropriate references, and letter-writing principles?	2.3 Compose and typewrite in mailable form simple business correspondence?	
		P.O.2.3 Given letterhead stationery and a simulated hotel reservation to be made for an employer by mail, compose and typewrite an appropriate business letter. All information must be accurate and all errors neatly corrected.	Level I 184-194
2.4 FBLA-Related Activities	Activities can be taken from the FBLA Guide, 2.22-2.47.		
3. FINANCIAL RECORDS			
3.1 Introduction			
Need for financial records	Describe the need for financial records?		

OFFICE SIMULATION (6440)

Topical Outline	Enabling Competencies	Terminal Competencies	Ref.
	CAN THE STUDENT:	**CAN THE STUDENT:**	
Terminology	Use proper terminology when discussing financial records?		
Importance of Accuracy	Describe the importance of accurate financial records?		
3.2 Data Processing			
Data Processing Systems	Explain the importance of data processing systems to today's businesses?		Level I 340-354
	Identify uses of common types of data processing equipment?	3.2.1 Identify data processing equipment? P.O.3.2.1 Given a multiple choice test on data processing equipment, respond correctly to 80% of the items.	
Procedures	Identify sources and types of data?	3.2.2 Explain data processing procedures? P.O.3.2.2 Given a multiple choice test on data processing procedures, respond correctly to 80% of the items.	
Data Input	Use data-entry equipment, or simulated equipment, for input?	3.2.3 Use data-entry equipment? P.O.3.2.3 Given data-entry or simulated equipment, enter data with speed and accuracy acceptable for employment.	

OFFICE SIMULATION (6440)

Topical Outline	Enabling Competencies	Terminal Competencies	Ref.
	CAN THE STUDENT:	**CAN THE STUDENT:**	
3.3 Checking Accounts			
Check Writing	Use proper procedures for writing and recording checks?	3.3.1 Complete legible check records and checks from source documents?	
		P.O.3.3.1 Given a blank check and stub and the following data pertaining to the check: check number date paid name of person to whom the check is issued amount of check name of person issuing the check prepare the check and stub accurately and legibly.	Level I 248-250
Endorsements	Determine appropriate endorsements?	3.3.2 Endorse checks using the blank, restrictive, or full method of endorsement?	
		P.O.3.3.2 Given a completed check and an assignment to endorse the check using a restrictive endorsement, legibly and accurately endorse the check.	Level I 251-253

OFFICE SIMULATION (6440)			
Topical Outline	Enabling Competencies	Terminal Competencies	Ref.
	CAN THE STUDENT:	**CAN THE STUDENT:**	
Deposits	Prepare deposit slips?	3.3.3 Accurately prepare legible deposit slips? P.O.3.3.3 Given a blank deposit slip, a check stub, and a list of the following items for deposit: two checks coins currency complete the deposit slip accurately and legibly.	
Reconciliation	Prepare simple reconciliations using bank statements, cancelled checks, previous reconciliations, check stubs or registers, and records of deposits, so that the balances on the check records or register agree with the bank statement balances?	3.3.4 Accurately reconcile a bank statement? P.O.3.3.4 Given the following information pertaining to a bank reconciliation statement: name of company date bank balance outstanding checks bank service charge deposits in transit prepare a bank reconciliation with agreeing balances.	Level I 259-260

OFFICE SIMULATION (6440)

Topical Outline	Enabling Competencies	Terminal Competencies	Ref.
	CAN THE STUDENT:	CAN THE STUDENT:	
3.4 Payroll			
Form W-4	Complete Form W-4?		
Gross Earnings	Compute gross earnings for employees who receive salaries, hourly earnings including overtime, and/or commissions?		
Deductions	Compute required and voluntary deductions using charts or by computations?		
Net Pay	Compute net pay?	3.4 Accurately compute net pay amounts?	
Disbursements	Prepare typewritten and handwritten voucher checks?	P.O.3.4 Given five completed time cards, five employee earnings records, an income tax withholding table, the FICA tax rate, and a blank payroll register, prepare a payroll register with all calculations 100% accurate.	Level II 76-83
3.5 Purchase and Sales			
Purchase Orders	Prepare purchase orders from requisitions?	3.5.1 Accurately prepare purchase orders?	
		P.O.3.5.1 Given the following data involving the purchase of merchandise and a blank purchase order:	Level I 264-266

OFFICE SIMULATION (6440)

Topical Outline	Enabling Competencies	Terminal Competencies	Ref.
	CAN THE STUDENT:	**CAN THE STUDENT:**	
		name of supplier date of purchase purchase order number terms quantity stock number description of items unit price	
		prepare the purchase order. All information must be typewritten correctly and in the proper location on the form.	
Invoices	Verify extensions?	3.5.2 Accurately prepare invoices?	
	Identify due dates?	P.O.3.5.2 Given the following data about merchandise sold and a blank invoice:	Level I 267-269
	Record applicable information on invoices?	date name and address of customer invoice number terms customer order number quantity description of items unit price	
		prepare the invoice. All information must be typewritten correctly and in the proper location on the invoice.	

OFFICE SIMULATION (6440)

Topical Outline	Enabling Competencies	Terminal Competencies	Ref.
	CAN THE STUDENT:	**CAN THE STUDENT:**	
Sales Techniques	Get the customer's attention?		
	Hold the customer's interest?		
	Create customer's desire for goods or services?		
	Close the sale?		
Sales Records	Select and use appropriate sales forms?	3.5.3 Accurately complete sales records?	
	Record all necessary information on the sales record?	P.O.3.5.3 Given two situations that involve taking sales orders in person, take and record the two sales orders. Performance will be rated on the following criteria: (1) order must be accurate as to quantities, items and prices; (2) manner displayed must be courteous and pleasant.	
3.6 FLBA-Related Activities	Activities can be taken from the FBLA Guide, 1.1-1.27.		
4. MAIL PROCESSING			
4.1 Incoming Mail	Open, stamp, sort, route, and distribute incoming mail?	4.1 Process incoming mail?	

OFFICE SIMULATION (6440)

Topical Outline	Enabling Competencies	Terminal Competencies	Ref.
	CAN THE STUDENT:	CAN THE STUDENT:	
		P.O.4.1 Given pieces of incoming mail, including some mail marked "confidential" or "personal" and a date stamp, process the mail as follows: open, sort, stamp, and distribute. A checklist will be used to rate performance; all items must receive an acceptable rating.	Level I 84-87
4.2 Outgoing Mail			
Classes	Select appropriate class of mail for various items to be mailed?	4.2.1 Process outgoing mail?	
Preparation	Verify addresses, check for enclosures, and properly fold and insert items to be mailed in envelopes?	P.O.4.2.1 Given a list of five classes of mail and five descriptions, correctly match at least four of the five items.	Level I 76-79
Postage	Determine correct postage for mail of different classes and weights?	4.2.2 Determine correct postage?	
		P.O.4.2.2 Given materials and supplies, correctly prepare 10 letters for mailing by verifying addresses (including zip codes), checking for enclosures, folding, properly inserting into appropriate envelopes, sealing, and determing postage with 100% accuracy.	Level I 82-83
4.3 FBLA-Related Activities	Activities can be taken from the FBLA Guide, 3.46-3.52		

OFFICE SIMULATION (6440)

Topical Outline	Enabling Competencies	Terminal Competencies	Ref.
	CAN THE STUDENT:	**CAN THE STUDENT:**	
5. OFFICE MANAGEMENT			
5.1 Organization	Read and interpret: an organizational chart? an office work-flow chart? a job work-flow chart?	5.1.1 Determine levels of authority within an organization? P.O.5.1.1 Given a list of offices and positions in a business, accurately develop an organizational chart. 5.1.2 Determine the flow of work within an organization for business transactions? P.O.5.1.2 Given a list of steps to be followed in completing two specific jobs, arrange the steps for each job in a logical sequence.	
5.2 Job Orientation	Assist trainee in gathering equipment and supplies needed for tasks? Explain and demonstrate use of equipment to trainees? Explain and demonstrate to trainees procedures for completing tasks? Provide opportunities for trainees to ask questions? Provide opportunities for trainees' practice? Use checklists to evaluate trainees' performance?		

OFFICE SIMULATION (6440)

Topical Outline	Enabling Competencies	Terminal Competencies	Ref.
	CAN THE STUDENT:	**CAN THE STUDENT:**	
5.3 Decision-Making Skills	Analyze the problem situations that occur in the office? Determine alternative solutions? Select best solutions for given problems?	5.3 Solve office problems? P.O.5.3 Given a problematic situation requiring the application of business ethics and six possible solutions, choose the appropriate action by indicating the order of desirability of the solutions. At least four of the six solutions must be listed in the correct order.	Level III 181
5.4 Management Careers	Describe career opportunities and career ladders in office management?		
5.5 Simulations Task Job Flow of work	Perform the activities in a simulated office environment and integrate previously acquired competencies?	5.5 Acceptably demonstrate and synthesize previously learned knowledge, skills, and attitudes to complete the tasks of a given position in a model office? P.O.5.5 Given a simulated project or model office simulation, perform the assigned tasks, demonstrating and synthesizing previously learned knowledge, skills, and attitudes. An acceptable rating must be received for 80% of the items on a checklist.	
5.6 FBLA-Related Activities	Activities can be taken from the FBLA Guide, 2.19-2.21 (Organization) and 4.19-4.26 (Decision Making).		

OFFICE SIMULATION (6440)

Topical Outline	Enabling Competencies	Terminal Competencies	Ref.
	CAN THE STUDENT:	**CAN THE STUDENT:**	
6. RECORDS MANAGEMENT			
6.1 Information Systems	Describe the need for maintaining records?		
	Use proper terminology when discussing various aspects of filing?		
	Identify types of filing supplies and equipment and describe uses of each?		
6.2 Filing Systems		6.2 Index, code, sort, and file documents alphabetically?	
Alphabetic	Apply alphabetic filing rules?		
Procedures	Inspect, index, code, sort, and file alphabetic information and arrange materials properly in folders?	P.O.6.2 Given 20 pieces of correspondence, a file (or simulated file) with the guides and folders set up for alphabetic filing, and instructions to apply the basic alphabetical and chronological rules, index, code, sort, and file at least 16 of the 20 pieces correctly.	Level I 40
Retrieval	Retrieve requested information or materials?		
6.3 Tickler File	Maintain a tickler file, performing tasks as indicated by the file?	6.3 Given five activities in a tickler file, be responsible for performing each activity at the appropriate time?	
6.4 FBLA-Related Activities	Activities can be taken from the FBLA Guide, 3.38-3.45.		

OFFICE SIMULATION (6440)

Topical Outline	Enabling Competencies	Terminal Competencies	Ref.
	CAN THE STUDENT:	**CAN THE STUDENT:**	
7. REPROGRAPHICS			
7.1 Appropriate Use	Determine the most appropriate duplicating method--photocopy, spirit, stencil, or offset--according to available equipment?	7.1 Justify the most appropriate method of duplication?	
		P.O.7.1 Given a list of the four most common methods of duplicating in the business office and a list of the characteristics of these methods, match the methods with the characteristics. At least 80% of the responses must be correct.	Level I 203-209
7.2 Terminology	Use proper terminology when describing duplicating supplies, equipment, and procedures?	7.2 Use proper reprographics terminology?	
	Identify supplies needed for duplicating? Identify duplicating equipment parts?	P.O.7.2 Given a list of terms used in reprographics and a list of definitions of these terms, match the terms with their definitions. At least 80% of the responses must be correct.	Level II 241-249
7.3 Preparation	Follow appropriate method of preparation according to duplication methods used?		
7.4 Machine Operation	Operate duplicating equipment to produce quality copies on the selected equipment?		

OFFICE SIMULATION (6440)

Topical Outline	Enabling Competencies	Terminal Competencies	Ref.
	CAN THE STUDENT:	**CAN THE STUDENT:**	
7.5 Maintenance and Care of Equipment	Clean, replace pads, and make minor machine adjustments?		
7.6 FBLA-Related Activities	Activities can be taken from the FBLA Guide, 3.53-3.64		
8. TYPEWRITING			
8.1 Format Review	Select and use appropriate formats for business correspondence?		
8.2 Speed and Accuracy	Demonstrate incremental improvement in speed and accuracy?	8.2 Typewrite straight copy at a minimum rate and with an error tolerance acceptable for employment? Civil Service minimum is 40 wpm with three errors for 5 minutes. (NOTE: Number of errors allowed increases as speed increases. Refer to Civil Service Handbook for further information.) P.O.8.2 Given a typewriter and a 5-minute time limit, typewrite straight copy at a speed of at least 45 wpm with no more than 5 errors.	
8.3 Error Correction	Properly use appropriate correction media such as eraser, fluid, tape, machine, and strikeover?		

OFFICE SIMULATION (6440

Topical Outline	Enabling Competencies	Terminal Competencies	Ref.
	CAN THE STUDENT:	**CAN THE STUDENT:**	
8.4 Production			
Correspondence	Typewrite business correspondence?	8.4.1 Typewrite mailable letters with accompanying envelopes from hand-written or edited rough-draft copy?	
Envelopes	Typewrite addresses on envelopes in format recommended by the postal service?		
		P.0.8.4.1 Given 2 unarranged copies of business letters of approximately 100 words each, 2 envelopes, required supplies, and instructions for the format to be used, typewrite 2 mailable letters, one with a carbon, and envelopes within 50 minutes.	Level I 60-62
		8.4.2 Typewrite usable interoffice memoranda?	
		P.0.8.4.2 Given rough-draft copies of 2 memoranda that have been edited, necessary supplies, and instructions on the format to be used, typewrite the memoranda in mailable form, one with a carbon and one without, within 30 minutes.	Level I 63-66
8.5 Preprinted Forms	Typewrite information in appropriate spaces, evenly aligned, using proper machine manipulation?	8.5 Typewrite routine information on preprinted forms?	Level II 280-285

OFFICE SIMULATION (6440)

Topical Outline	Enabling Competencies	Terminal Competencies	Ref.
	CAN THE STUDENT:	**CAN THE STUDENT:**	
		P.O.8.5 Given three types of blank preprinted business forms that require typewriting on lines, in boxes, after guide words, or in columns; a typewriter; necessary supplies; and information necessary for completing the forms, typewrite the information onto the preprinted forms. All applicable information must be typewritten onto the forms in appropriate spaces, and copy must be evenly aligned with all errors neatly corrected.	
8.6 Maintenance and Care of Equipment	Clean keys, elements, or print wheels; remove dust; change ribbon; and make machine adjustments?		
8.7 FBLA-Related Activities	Activities can be taken from the FBLA Guide, 6.1-6.24.		

OFFICE SIMULATION (6440)

Topical Outline	**Personal Employability Competencies**
	DOES THE STUDENT:
9. PERSONAL EMPLOYABILITY SKILLS AND KNOWLEDGE	
9.1 Leadership Training Skills (Future Business Leaders of America)	9.1 Participate in the Future Business Leaders of America?
	P.0.9.1 Given organizational guides, participate in local, regional, and state activities of FBLA.
9.2 Human Relations Skills	
Office Behavior	9.2.1 Identify and exhibit the attitudes and work habits necessary for good interpersonal and employee/employer relations in the office?
	P.0.9.2.1 Given a list of traits, some of which promote good human relations among employees, identify those traits with at least 80% accuracy.
Personality Traits	9.2.2 Identify and exhibit personality traits that increase job performance?
	P.0.9.2.2 Given a list of personality traits that increase job performance and a list of their descriptions, match the descriptions with the traits with at least 80% accuracy.
Self-Evaluation	9.2.3 Evaluate personal work habits and attitudes?
	P.0.9.2.3 Given guidelines on good work habits and a list of poor work habits and attitudes, identify ways that poor habits and attitudes can be improved according to guidelines provided.
Attendance and Punctuality	9.2.4 Maintain regular and prompt attendance?
	P.0.9.2.4 Given a class schedule, attend class and arrive on time at least 90% of the time during each grading period.

Topical Outline	Personal Employability Competencies
	DOES THE STUDENT:
Following Instructions	9.2.5 Follow oral or written instructions in the completion of assigned tasks?
	P.O.9.2.5 Given a role-playing situation requiring the following of oral or written instructions, listen or read and follow instructions. A checklist will be used to rate performance; all items must receive an acceptable rating.
Appearance and Grooming	9.2.6 Exhibit good grooming and appropriate attire for work according to office standards?
	P.O.9.2.6 Given guidelines on good grooming and a simulated office situation, dress appropriately and demonstrate the essentials of good grooming for one week. Appearance must be judged appropriate according to checklist based on guidelines provided.
Self-Discipline	9.2.7 Identify and exhibit the attitudes and work habits that increase self-discipline?
	P.O.9.2.7 Given rules for proper conduct in class, exhibit self-control, persistence, and initiative in completing assignments on time. A checklist will be used to rate performance; all items must receive an acceptable rating.
Responsibility	9.2.8 Identify and exhibit the attitudes and work habits associated with responsibility?
	P.O.9.2.8 Given a list of activities which require responsibility, such as bringing appropriate materials to class, using time productively, and using supplies frugally, complete the activities. A checklist will be used to rate performance; all items must receive an acceptable rating.

OFFICE SIMULATION (6440)

Topical Outline	Personal Employability Competencies
	DOES THE STUDENT:
9.3 Job-Seeking Skills	
Self-Analysis	9.3.1 Identify skills and personal traits and match them with available job opportunities? P.O.9.3.1 Given an objective test on self understanding, identify correct responses with 90% accuracy.
Resume/Personal Data Sheet	9.3.2 Prepare a typewritten resume or personal data sheet? P.O.9.3.2 Given a resume or personal data sheet format, typewrite a resume or personal data sheet giving all appropriate information. All information must be accurate and all errors neatly corrected.
Application Forms	9.3.3 Prepare applications forms so applicant is presented favorably? P.O.9.3.3 Given a job application form and instructions to complete each item (using N/A on items that are not applicable), print or typewrite the information. All information must be accurate and all errors neatly corrected.
Letters	9.3.4 Compose and typewrite acceptable application letters? P.O.9.3.4 Given a want ad from a local newspaper advertising an office position, compose and typewrite a letter of application. All information must be accurate and all errors neatly corrected.
Job Interview	9.3.5 Prepare for the job interview by becoming acquainted with company in which interested and preparing information about job competencies? P.O.9.3.5 Given necessary references and information about an available job with a specified company, assemble information about the company and competencies required for the job. All information must be accurate and complete according to references provided.

OFFICE SIMULATION (6440)

Topical Outline	Personal Employability Competencies
	DOES THE STUDENT:
	9.3.6 Demonstrate acceptable behavior during a simulated job interview?
	P.0.9.3.6 Given a simulated job interview situation, make an appointment and participate in a personal interview. All items on a job-interview checklist must receive an acceptable rating.
Follow-up	9.3.7 Compose and typewrite a positive and appropriate follow-up letter?
	P.0.9.3.7 Given a role-playing situation that requires composing a letter of follow-up, compose and typewrite an appropriate follow-up letter. All information must be accurate and all errors neatly corrected.
9.4 Organizational Skills	
Office Environment	9.4.1 Maintain an orderly office area?
	P.0.9.4.1 Given an assigned work station and a checklist for maintaining a work station, maintain an orderly work station during 90% of the grading period.
Task	9.4.2 Assemble supplies and information necessary to complete assigned tasks?
	P.0.9.4.2 Given form letters, a list of customer names and addresses, and balances owed, assemble the necessary supplies to send appropriate letters to the customers.
Work Priorities	9.4.3 Plan work efficiently to meet deadlines?
	P.0.9.4.3 Given a description of office activities to be performed in a designated time, determine work priorities to meet deadlines with 90% accuracy.

OFFICE SIMULATION (6440)

Topical Outline	Personal Employability Competencies
	DOES THE STUDENT:
Work Evaluation	9.4.4 Evaluate own work realistically?
	P.0.9.4.4 Given a task to be performed to specific standards and a checklist for evaluation of the tasks, evaluate personal work. The student's evaluation ratings should match the evaluation rating should match the evaluation ratings of the teacher.
9.5 Personal Finances	
Income Management	9.5.1 Plan a budget based on net pay?
	P.0.9.5.1 Given a paycheck, information on personal expenses, and an appropriate budget percentage scale, prepare a budget based on net pay. All information and calculations must be correct.
Income Tax Return Preparation	9.5.2 Prepare an individual income tax return?
	P.0.9.5.2 Given a W-2 form, a 1040A form, and tax instructions, prepare an individual tax return. All information and calculations must be correct.
9.6 FBLA-Related Activities	Activities can be taken from the FBLA Guide as follows: 4.1-4.16 Job-Seeking Skills 4.27-4.39 Human Relations Skills 4.47-4.52 Leadership Training Skills

OFFICE SPECIALIST I (6159)

Grade Level: 11

Prerequisites: Typewriting
Recommended: Introduction to Business

Office Specialist I is a one-year, double-period occupational preparation course offered at the eleventh-grade level. Development of production typewriting skills is emphasized. Communication skills are included as a part of the course. Students are taught the touch operation of 10-key calculating machines along with business mathematics applications. In addition, instruction includes records management, office careers orientation, and development of job seeking and other personal employability skills. (Cooperative Office Education may be a part of this course.)

The following skill areas are included in Office Specialist I:

Skill Area 1 CALCULATING MACHINES
- 1.1 Arithmetic Review
- 1.2 Machine Operation
- 1.3 Speed and Accuracy
- 1.4 Business Applications and Terminology

Skill Area 2 COMMUNICATION SKILLS
- 2.1 Importance of Communications
- 2.2 Oral Communications
- 2.3 Receptionist Activities
- 2.4 Written Communications

Skill Area 3 FINANCIAL RECORDS
- 3.1 Introduction
- 3.2 Checking Accounts
- 3.3 Cash Transactions
- 3.4 Data Processing Terminology
- 3.5 Payroll

Skill Area 4 INVOICES, ORDERS, REQUISITIONS
- 4.1 Requisitions
- 4.2 Purchase Orders
- 4.3 Invoices

Skill Area 5 MAIL PROCESSING
- 5.1 Incoming Mail
- 5.2 Outgoing Mail

Skill Area 6 MAINTENANCE AND CARE OF OFFICE EQUIPMENT
- 6.1 Calculating Equipment
- 6.2 Reprographic Equipment
- 6.3 Typewriters

Skill Area 7 OFFICE EXPERIENCE
- 7.1 Simulations
- 7.2 Cooperative Office Education

Skill Area 8 RECORDS MANAGEMENT
- 8.1 Procedures and Equipment
- 8.2 Filing Systems

Skill Area 9 REPROGRAPHICS
- 9.1 Appropriate Use
- 9.2 Terminology
- 9.3 Stencil Preparation
- 9.4 Photocopy Preparation

Skill Area 10 TYPEWRITING

10.1 Format Review
10.2 Speed and Accuracy
10.3 Error Correction
10.4 Production
10.5 Specialized Typewriting

Skill Area 11 WORD PROCESSING

11.1 Introduction
11.2 Career Opportunities
11.3 Machine Transcription
11.4 Word Processing Equipment

Skill Area 12 PERSONAL EMPLOYABILITY SKILLS AND KNOWLEDGES

12.1 Leadership Training Skills (FBLA)
12.2 Human Relations Skills
12.3 Job-Seeking Skills
12.4 Organizational Skills
12.5 FBLA-Related Activities

OFFICE SPECIALIST (6159)

Topical Outline	Enabling Competencies	Terminal Competencies	Ref.
	CAN THE STUDENT:	**CAN THE STUDENT:**	
0. COURSE OVERVIEW			
0.1 Explanation of Job Competencies	Identify competencies that will be covered during the year?		
0.2 Explanation of Grading System	Explain how grades will be determined?		
0.3 Explanation of Cooperative Office Education (optional)	Interpret COE forms: agreement, student regulations, training plans, earnings report?		
1. CALCULATING MACHINES			
1.1 Arithmetic Review	Perform the basic arithmetic processes of addition, subtraction, multiplication, and division using whole numbers, mixed numbers, and decimals?	1.1 Compute on a 10-key calculator? P.O.1.1 Given 10-key machine and 10 problems, each problem consisting of a series of addition, subtraction, multiplication, and division computations, solve at least 8 of the problems correctly, using the touch method.	Level I 275-320
1.2 Machine Operation	Operate the machine using the touch method?		
1.3 Speed and Accuracy	Use shortcuts and special function keys to increase speed? Use verification techniques to improve accuracy?		

OFFICE SPECIALIST I (6159)

Topical Outline	Enabling Competencies	Terminal Competencies	Ref.
	CAN THE STUDENT:	**CAN THE STUDENT:**	
1.4 Business Applications and Terminology	Compute simple applications of discounts, markups, sales tax, commissions, interest, and extensions in completing business forms?	1.4 Compute and verify on a 10-key calculator? P.O.1.4 Given a 10-key machine and appropriate problems, compute discounts, markups, sales tax, commissions, interests, and extensions with 90% accuracy.	
2. COMMUNICATION SKILLS			
2.1 Importance of Communications	Describe the importance of effective written and oral communications in working with associates and others?		
2.2 Oral Communications			
Listening Techniques	Demonstrate effective listening techniques? Demonstrate proper speech techniques?	2.2.1 Answer routine calls and route to proper party, give non-confidential information, and take clear messages?	Level I 30-33
Basic Telephone Information	Use basic telephone information such as types of service and calls, time zones, types of equipment, and directories?	P.O.2.2.1 Given a telephone or Business Trainer and a situation involving an incoming local call, answer the telephone. A checklist will be used to rate performance; all items on the checklist must receive an acceptable rating.	
Incoming Calls	Demonstrate correct procedures for answering promptly and properly, taking messages, and terminating calls?		
Outgoing Calls	Demonstrate correct procedures for placing outgoing local and long distance calls?	2.2.2 Place simulated local and long distance calls of a routine nature, using the directory when necessary?	Level I 34-36

OFFICE SPECIALIST I (6159)

Topical Outline	Enabling Competencies	Terminal Competencies	Ref.
	CAN THE STUDENT:	**CAN THE STUDENT:**	
		P.0.2.2.2 Given a telephone or Business Trainer and a situation involving an outgoing local and long distance call, place the telephone calls. A checklist will be used to rate performance; all items must receive an acceptable rating.	FBLA Guide 4.37-4.38
2.3 Receptionist Activities			
Office Visitors	Greet visitors in a business-like manner and direct to proper offices?	2.3 Perform routine receptionist activities for given situations?	Level I 197-198
	Make introductions properly?	P.0.2.3 Given a role-playing situation requiring the greeting of visitors in a business office and directing them to other locations, greet the visitors and give them appropriate directions to other locations. A checklist will be used to rate performance; all items must receive an acceptable rating.	FBLA Guide 4.33
	Maintain visitors file?		
Appointments	Schedule and confirm appointments?		
2.4 Written Communications			
Composition	Compose simple business communications using correct grammar, appropriate references, and letter writing principles?	2.4 Compose and typewrite in mailable form simple business correspondence?	Level I 103-110, 136-194

OFFICE SPECIALIST I (6159)

Topical Outline	Enabling Competencies	Terminal Competencies	Ref.
	CAN THE STUDENT:	**CAN THE STUDENT:** P.0.2.4 Given letterhead stationery and a simulated hotel reservation to be made for an employer, compose and typewrite an appropriate business letter. All information must be accurate and all errors neatly corrected.	
3. FINANCIAL RECORDS			
3.1 Introduction		3.1 Describe need for financial records?	
Need for Financial Records	Describe the need for financial records?		
Terminology	Use proper terminology when discussing financial records?	P.0.3.1 Given a list of different financial records, match each with its definition with 80% accuracy.	
Importance of Accuracy	Describe the importance of accurate financial records?		
3.2 Checking Accounts			
Check Writing	Use the proper procedures for writing and recording checks?	3.2.1 Accurately complete check records and checks? P.0.3.2.1 Given a blank check and stub and the following data pertaining to the check: check number, date paid, name of person to whom the check is issued, amount of check, name of person issuing the check prepare the check and stub legibly and accurately.	Level I 248-250

OFFICE SPECIALIST I (6159)

Topical Outline	Enabling Competencies	Terminal Competencies	Ref.
	CAN THE STUDENT:	**CAN THE STUDENT:**	
Endorsements	Determine appropriate endorsements?	3.2.2 Properly endorse checks? P.O.3.2.2 Given a completed check and an assignment to endorse the check using a restrictive endorsement, legibly and accurately endorse the check.	Level I 251-253
Deposits	Prepare deposit slips?	3.2.3 Accurately prepare legible deposit slips? P.O.3.2.3 Given a blank deposit slip, a checkbook, and a list of the following items for deposit: two checks for deposit, coins, and currency for deposit complete the deposit slip accurately and legibly and adjust the checkbook.	Level I 254-257
Reconciliation	Reconcile a bank statement?	3.2.4 Accurately prepare a simple bank reconciliation? P.O.3.2.4 Given the following information pertaining to a bank reconciliation: name of company, date, bank balance, outstanding checks, bank service charge, deposits in transit prepare a bank reconciliation with agreeing balances.	Level I 259-260

OFFICE SPECIALIST I (6159)

Topical Outline	Enabling Competencies	Terminal Competencies	Ref.
	CAN THE STUDENT:	**CAN THE STUDENT:**	
3.3 Cash Transactions	Prepare petty cash voucher, record petty cash transactions, and replenish the fund?	3.3 Accurately prepare petty cash records?	
		P.O.3.3 Given the following information pertaining to the petty cash fund: balance in fund, vouchers, blank check record vouchers, compute balance of petty cash, and write check to replenish fund. All items must be recorded accurately and the fund must be in balance.	Level II 67-69
3.4 Data Processing Terminology	Define data processing terms?	3.4 Define data processing terms?	Level I 347-349
		P.O.3.4 Given a list of data processing terms, correctly define 90% of them.	
3.5 Payroll			
Gross earnings	Compute gross earnings from time cards for employees who receive hourly wages, including overtime?	3.5.1 Accurately compute time cards?	Level II 76
		P.O.3.5.1 Given 5 time cards containing names, hours worked, and regular rate, calculate regular, overtime, and total hours worked with 100% accuracy.	

OFFICE SPECIALIST I (6159)

Topical Outline	Enabling Competencies	Terminal Competencies	Ref.
	CAN THE STUDENT:	**CAN THE STUDENT:**	
Net Pay	Compute deductions using charts or by computations?	3.5.2 Accurately prepare a payroll register?	
	Compute net pay and record on payroll register? Record payroll computations on a register?	P.O.3.5.2 Given completed time cards, employee earnings record, income tax, withholding table, FICA tax rate, and blank payroll register, prepare a payroll register with all calculations 100% accurate.	Level II 77-83
Earnings Record	Record the employees individual earnings on the proper form?	3.5.3 Prepare an employee earnings record?	
		P.O.3.5.3 Given a completed payroll register and an employee earnings record, record appropriate information on the employee earnings record with 100% accuracy.	
Disbursements	Compute a payroll change sheet for disbursing cash payroll?	3.5.4 Prepare a payroll change sheet?	
		P.O.3.5.4 Given a completed payroll register and a blank payroll change sheet, determine the quantity of bills and coins of each denomination needed to pay each employee and determine the total number of each denomination. All calculations must be 100% accurate.	
	Prepare typewritten cash slips and/or voucher checks?	3.5.5 Prepare payroll cash slips and/or voucher check?	Level II 84-85

OFFICE SPECIALIST I (6159)

Topical Outline	Enabling Competencies	Terminal Competencies	Ref.
	CAN THE STUDENT:	**CAN THE STUDENT:**	
		P.0.3.5.5 Given a completed payroll register and blank payroll voucher checks or cash slips, prepare payroll voucher checks or cash slips with 100% accuracy.	
4. INVOICES, ORDERS, REQUISITIONS			
4.1 Requisitions	Compute and record applicable information on requisitions?	4.1 Accurately prepare typewritten requisitions?	Level I 261-263
		P.0.4.1 Given the appropriate data involving the requisition of merchandise and a blank requisition, prepare the requisition. All information must be typewritten correctly and in the proper location on the requisition.	
4.2 Purchase Orders	Compute and record applicable information on purchase orders?	4.2 Accurately prepare typewritten purchase orders?	
		P.0.4.2 Given the appropriate data involving the purchase of merchandise and a blank purchase order, prepare the purchase order. All information must be typewritten correctly and in the proper location on the purchase order.	Level I 264-266
4.3 Invoices	Compute and record applicable information on invoices?	4.3 Accurately prepare typewritten invoices?	

OFFICE SPECIALIST I (6159)

Topical Outline	Enabling Competencies	Terminal Competencies	Ref.
	CAN THE STUDENT:	**CAN THE STUDENT:**	
		P.O.4.3 Given the appropriate data involving the preparation of an invoice and a blank invoice, prepare the invoice. All information must be typewritten correctly and in the proper location on the invoice.	Level I 267-269
5. MAIL PROCESSING			
5.1 Incoming Mail	Open, stamp, sort, route, and distribute incoming mail?	5.1 Process incoming mail?	Level I 84-87
		P.O.5.1 Given pieces of incoming mail, including some mail marked "confidential" or "personal," and a date stamp, open, stamp, sort, and distribute mail. A checklist will be used to rate performance; all items must receive an acceptable rating.	
5.2 Outgoing Mail			
Classes	Select appropriate class of mail for various items to be mailed?	5.2.1 Determine appropriate classifications for mail?	Level I 76-79
		P.O.5.2.1 Given a list of five classes of mail and five descriptions, correctly match at least four of the five.	
Specialized Mail	Use available special postal services information to process mail?	5.2.2 Identify special mail services?	Level I 78-79

OFFICE SPECIALIST I (6159)

Topical Outline	Enabling Competencies	Terminal Competencies	Ref.
	CAN THE STUDENT:	**CAN THE STUDENT:**	
		P.0.5.2.2 Given a list of five special mail services and five descriptions, correctly match four of the five.	
Preparation	Verify addresses, check for enclosures, and properly fold and insert items to be mailed in envelopes?	5.2.3 Process outgoing mail?	
	Use the national Zip Code Directory?	P.0.5.2.3 Correctly prepare 10 items for mailing by verifying addresses including ZIP codes, checking for enclosures, folding, properly inserting into envelopes, sealing, and determining postage with 100% accuracy.	Level I 80-83
	Determine the correct postage for mail of different classes and weights?		
	Use available sources of postal information to process mail?		
6. MAINTENANCE AND CARE OF OFFICE EQUIPMENT			
6.1 Calculating Equipment	Change the ribbon, replace the paper tape, and make minor machine adjustments?	6.1 Change the calculator ribbon or paper tape?	
		P.0.6.1 Given a calculator and supplies, change the ribbon or replace the paper tape according to manufacturer's directions to maintain an operable calculating machine.	
7.2 Reprographic Equipment	Clean, replace pads, and make minor machine adjustments?	7.2 Clean and adjust reprographic equipment?	

OFFICE SPECIALIST I (6159)

Topical Outline	Enabling Competencies	Terminal Competencies	Ref.
	CAN THE STUDENT:	**CAN THE STUDENT:** P.0.6.2 Given reprographic equipment and supplies, clean, replace pads, and make minor adjustments as directed in machine manuals to maintain operable reprographic equipment.	
6.3 Typewriters	Clean keys, elements, or print wheels; remove dust; change ribbon; and make machine adjustments?	6.3 Clean, adjust, and replace ribbon on typewriter? P.0.6.3 Given typewriter and supplies, clean keys, element, or print wheel; remove dust; and change ribbon and correction tape according to manufacturer's directions to maintain an operable typewriter.	
7. OFFICE EXPERIENCE			
7.1 Simulations Job Flow of Work	Perform activities in a simulated office environment and integrate previously acquired competencies?	7.1 Acceptably demonstrate and synthesize previously learned knowledge, skills, and attitudes to complete the tasks of a given position in a model office? P.0.7.1 Given a simulated project or model office simulation, perform the assigned tasks, demonstrating and synthesizing previously learned knowledge, skills, and attitudes in an acceptable manner. An acceptable rating must be received for 80% of the items on a checklist.	

OFFICE SPECIALIST I (6159)

Topical Outline	Enabling Competencies	Terminal Competencies	Ref.
	CAN THE STUDENT:	**CAN THE STUDENT:**	
7.2 Cooperative Office Education	Perform the tasks required of a part-time office employee?	7.2 Successfully perform the tasks required of a part-time office employee? P.O.7.2 Given a related part-time position, complete assigned tasks according to an individualized training plan with acceptable ratings on at least 80% of the tasks.	
8. RECORDS MANAGEMENT			
8.1 Procedures and Equipment		8.1 Identify types of filing supplies and filing equipment?	Level I 43-46
Need for Accurate Records	Describe the need for storing records accurately?	P.O.8.1 Given a list of 10 terms and 10 definitions relating to filing supplies and equipment, correctly match 8 of the 10 definition with the terms.	
Terminology	Use proper terminology when discussing various aspects of filing?		
Filing Supplies and Equipment	Identify types of supplies and equipment and describe uses of each?		
8.2 Filing Systems			
Alphabetic System	Apply alphabetic filing rules?	8.2.1 Correctly identify alphabetic filing rules? P.O.8.2.1 Given an objective test on alphabetic filing rules, respond correctly to 90% of the items.	

OFFICE SPECIALIST I (6159)

Topical Outline	Enabling Competencies	Terminal Competencies	Ref.
	CAN THE STUDENT:	**CAN THE STUDENT:**	
Procedures	Inspect, index, code, sort, and file alphabetic information and arrange materials properly in folders?	8.2.2 Correctly file documents alphabetically? P.O.8.2.2 Given 20 pieces of correspondence, a file with guides and folders arranged for alphabetic filing, index, code, sort, and file at least 16 of the 20 pieces correctly.	Level I 40
Retrieval and Charge-Out Procedures	Retrieve requested information or materials? Use proper procedures for charging out materials?	8.2.3 Correctly retrieve documents? P.O.8.2.3 Given five requests for retrieval of correspondence, retrieve the requested correspondence and correctly complete an out card or check-out form for at least four of the five requests.	Level II 141-142
Geographic System	File materials in a geographic filing system?	8.2.4 Correctly file geographically? P.O.8.2.4 Given 15 pieces of indexed correspondence and a file with folders arranged for geographic filing, code, sort, and file at least 12 of the 15 pieces correctly.	Level II 138

OFFICE SPECIALIST I (6159)

Topical Outline	Enabling Competencies	Terminal Competencies	Ref.
	CAN THE STUDENT:	**CAN THE STUDENT:**	
Numeric System	File materials in a numeric filing system?	8.2.5 Correctly file numerically?	Level I 41
		P.0.8.2.5 Given 15 pieces of indexed correspondence and a file set up for numeric filing code, sort, and file at least 12 of the 15 pieces correctly.	
9. REPROGRAPHICS			
9.1 Appropriate Use	Describe the following duplication methods:	9.1 Justify the most appropriate method of duplication?	Level I 204-209
	a. stencil b. offset c. spirit d. thermal copier e. photocopier	P.0.9.1 Given written situations in which there is a need for copying/duplicating services, choose the best copying/duplicating method to use with 80% accuracy.	FBLA Guide 3.60-3.61
9.2 Terminology	Use proper terminology when describing supplies and machine parts for reprographic equipment?	P.0.9.2 Given a list of terms used in reprographics and a list of definitions for the terms, match the terms with the definitions with 80% accuracy.	Level II 242

OFFICE SPECIALIST I (6159)

Topical Outline	Enabling Competencies	Terminal Competencies	Ref.
	CAN THE STUDENT:	**CAN THE STUDENT:**	
9.3 Stencil Preparation	Prepare a typewritten stencil with acceptable corrections, using the illuminated drawing board for art work and lettering when appropriate?	9.3 Prepare, typewrite, correct, and run stencils? P.O.9.3 Given a typewriter, a stencil duplicator, a stencil with instructions for typing, and required supplies, prepare the stencil so that usable copies can be run from it.	
9.4 Photocopy Preparation	Select appropriate method of preparation, including cutting and pasting, according to copying process used?	9.4 Prepare acceptable copy for duplication by the photocopy process? P.O.9.4 Given a document to be altered, type, cut, paste, and prepare a photocopy that is usable.	Level II 252
10. TYPEWRITING			
10.1 Format Review	Select and use appropriate formats for business correspondence?		
10.2 Speed and Accuracy	Demonstrate incremental improvement in speed and accuracy?	10.2 Typewrite straight copy at a minimum rate and with an error tolerance acceptable for employment?	Level I 59

OFFICE SPECIALIST I (6159)

Topical Outline	Enabling Competencies	Terminal Competencies	Ref.
	CAN THE STUDENT:	**CAN THE STUDENT:**	
		P.0.10.2 Given a typewriter and a 5-minute time limit, typewrite straight copy at a speed of at least 40 wpm with no more than 3 errors. (Civil Service minimum is 40 wpm with 3 errors for 5 minutes. NOTE: Number of errors allowed increases as speed increases. Refer to Civil Service Handbook for further information.)	
10.3 Error Correction	Properly use various correction media such as erasers, fluid, tape, and self-correcting typewriters?	10.3 Properly use various correction media? P.0.10.3 Given various correction media such as erasers, fluid, tape, and self-correcting typewriters, typewrite material with acceptable corrections.	
10.4 Production			
Correspondence	Typewrite business correspondence from rough-draft copy?	10.4.1 Typewrite and correct business letters and envelopes?	
		P.0.10.4.1 Given 2 unarranged copies of business letters of approximately 100 words each, 2 envelopes, required supplies, and instructions for the format to be used, typewrite 2 mailable letters, 1 with a carbon, and the envelopes within 50 minutes.	Level I 60-62

OFFICE SPECIALIST I (6159)

Topical Outline	Enabling Competencies	Terminal Competencies	Ref.
	CAN THE STUDENT:	**CAN THE STUDENT:**	
	Typewrite memoranda from rough-draft copies in correct format?	10.4.2 Typewrite usable interoffice memoranda? P.O.10.4.2 Given rough-draft copies of 2 memoranda that have been edited, necessary supplies, and instructions on the format to be used, typewrite the memoranda in mailable form, 1 with a carbon copy, within 30 minutes.	Level I 63-66
Envelopes	Typewrite addresses on envelopes in format recommended by the postal service?	10.4.3 Typewrite addresses on envelopes with all errors neatly corrected. P.O.10.4.3 Given a list of 10 addresses, 10 envelopes, and instructions on the format to be used, typewrite addresses on all of the envelopes in mailable form within 10 minutes.	Level I 67-69
Preprinted Forms	Typewrite information in appropriate spaces, evenly aligned, using proper machine manipulations?	10.4.4 Typewrite routine information on short pre-printed forms? P.O.10.4.4 Given three types of blank preprinted business forms that require typewriting on lines, in boxes, after guide words, or in columns; a typewriter, necessary supplies; and information needed for completing the forms, typewrite the information onto the preprinted forms. All	Level II 280-285

OFFICE SPECIALIST I (6159)

Topical Outline	Enabling Competencies	Terminal Competencies	Ref.
	CAN THE STUDENT:	**CAN THE STUDENT:**	
		applicable information must be typewritten onto the forms in the appropriate spaces, and copy must be evenly aligned with all errors neatly corrected.	
Tables and Statistical Reports	Typewrite tables and statistical reports with correct horizontal and vertical placement of information?	10.4.5 Typewrite usable tabulated information?	Level I 70-72
		P.0.10.4.5 Given copies of two 3-column tables, one arranged and one semi-arranged, with five items in each column, columnar headings, and necessary supplies, typewrite both of the tables with information properly placed and all errors neatly corrected.	
Manuscripts	Typewrite a short manuscript in correct format using headings and footnotes?	10.4.6 Typewrite a manuscript with headings and footnotes?	Level II 277-279
		P.0.10.4.6 Given a copy of a semi-arranged report containing headings and footnotes and needed instructions, typewrite the report with all information properly arranged and all errors neatly corrected.	
Labels	Typewrite mailing labels and file-folder labels in correct format?	10.4.7 Typewrite mailing labels and file folder labels?	Level II 272-273

OFFICE SPECIALIST I (6159)

Topical Outline	Enabling Competencies	Terminal Competencies	Ref.
	CAN THE STUDENT:	**CAN THE STUDENT:**	
		P.0.10.4.7 Given necessary data and supplies, typewrite 5 mailing labels or file folder labels in correct format with all errors neatly corrected within 10 minutes.	
Postal Cards	Typewrite addresses and message correctly on postal cards?	10.4.8 Typewrite postal cards?	
		P.0.10.4.8 Typewrite five postal cards from handwritten or rough-draft copy in the specified format with all errors neatly corrected.	Level II 269-271
10.5 Specialized Typewriting			
Government Documents	Use appropriate format and procedures in typewriting government documents?	10.5.1 Typewrite in mailable form a typical government document?	
		P.0.10.5.1 Given a rough-draft government document, typewrite it in the format specified. The completed document must be mailable with all errors nealty corrected.	
Legal Documents	Use appropriate format and procedures in typewriting legal documents?	10.5.2 Typewrite in mailable form a typical legal document?	
		P.0.10.5.2 Given a legal document and the information necessary for typing or filing it, typewrite the document in the proper legal format. Numerical information must be accurately typed. Other information must be accurate with corrections.	

OFFICE SPECIALIST I (6159)

Topical Outline	Enabling Competencies	Terminal Competencies	Ref.
	CAN THE STUDENT:	**CAN THE STUDENT:**	
11. WORD PROCESSING			
11.1 Introduction			
Terminology	Define basic word processing terms?	11.1 Define commonly used word processing terms?	
		P.O.11.1 Given a list of 10 word processing terms and a description of each term, match the terms with the descriptions. At least 80% of the terms must be matched correctly.	
11.2 Career Opportunities	Describe career opportunities and career ladders in word processing?		
11.3 Machine Transcription	Demonstrate proper techniques for operating the transcriber?	11.3 Transcribe from recorded media average-length correspondence?	Level III 4-21
		P.O.11.3 Given transcribing equipment and dictated media for a letter of approximately 150 words with punctuation included, transcribe in mailable form.	
11.4 Word Processing Equipment			
Uses	Explain uses of word processing equipment?	11.4 Use proper techniques to store, recall, update, and edit text?	

OFFICE SPECIALIST I (6159)

Topical Outline	Enabling Competencies	Terminal Competencies	Ref.
	CAN THE STUDENT:	**CAN THE STUDENT:** P.O.11.4 Given a one-page business document that has been keyboarded and stored and a list of instructions for content changes, review, edit, update, and print a final copy of the document. Editing changes will include inserting and deleting a letter, word, or line; centering a title; adding a blank line; and correcting spelling and typographical errors.	

OFFICE SPECIALIST I (6159)

Topical Outline	Personal Employability Competencies
	DOES THE STUDENT:
12. PERSONAL EMPLOYABILITY SKILLS AND KNOWLEDGE	
12.1 Leadership Training Skills (Future Business Leaders of America)	12.1 Participate in the Future Business Leaders of America? P.O.12.1 Given organizational guidelines, participate in in-class activities of FBLA according to guidelines provided.
12.2 Human Relations Skills	
Office Behavior	12.2.1 Identify and exhibit the attitudes and work habits necessary for good interpersonal and employee/employer relations in the office? P.O.12.2.1 Given a list of traits, some of which promote good human relations among employees, identify those traits with at least 80% accuracy.
Personality Traits	12.2.2 Identify and exhibit personality traits that increase job performance? P.O.12.2.2 Given a list of personality traits that increase job performance and a list of their descriptions, match the descriptions with the traits with at least 80% accuracy.
Self-Evaluation	12.2.3 Evaluate personal work habits and attitudes? P.O.12.2.3 Given guidelines on good work habits and a list of poor work habits and attitudes, identify ways that poor habits and attitudes can be improved according to guidelines provided.
Attendance and Punctuality	12.2.4 Maintain regular and prompt attendance? P.O.12.2.4 Given a class schedule, attend class and arrive on time at least 90% of the time during each grading period.

OFFICE SPECIALIST I (6159)

Topical Outline	Personal Employability Competencies
	DOES THE STUDENT:
Following Instructions	12.2.5 Follow oral or written instructions in the completion of assigned tasks?
	P.O.12.2.5 Given a role-playing situation requiring the following of oral or written instructions, listen or read and follow instructions. A checklist will be used to rate performance; all items must receive an acceptable rating.
Appearance and Grooming	12.2.6 Exhibit good grooming and appropriate attire for work according to office standards?
	P.O.12.2.6 Given guidelines on good grooming and a simulated office situation, dress appropriately and demonstrate the essentials of good grooming for one week. Appearance must be judged appropriate according to checklist based on guidelines provided.
Job-Seeking Skills	
Employment Opportunities	12.3.1 List sources of information for employment opportunities?
	P.O.12.3.1 Given references, list five sources for employment opportunities.
	12.3.2 Seek information regarding existing working conditions in different businesses?
	P.O.12.3.2 Given a list of various businesses and necessary resources, compare and contrast working conditions and advancement opportunities in large and small, public and private, and urban and rural businesses and organizations with 80% accuracy.

OFFICE SPECIALIST I (6159)

Topical Outline	Personal Employability Competencies
	DOES THE STUDENT:
Resume/Personal Data Sheet	12.3.3 Prepare a resume or personal data sheet?
	P.O.12.3.3 Given a resume or personal data sheet format, typewrite a personal data sheet or resume giving all appropriate information. All information must be accurate and all errors neatly corrected.
Application Forms	12.3.4 Prepare application form so that applicant is presented favorably?
	P.O.12.3.4 Given a job application form and instructions to complete each item (using N/A on items that are not applicable), print or typewrite the information. All information must be accurate and all errors neatly corrected.
Letters	12.3.5 Compose and typewrite acceptable application letters?
	P.O.12.3.5 Given a want ad from a local newspaper advertising an office position, compose and typewrite a letter of application. All information must be accurate and all errors neatly corrected.
Job Interview	12.3.6 Demonstrate acceptable behavior during a simulated job interview?
	P.O.12.3.6 Given a simulated job interview situation, make an appointment, and participate in a personal interview. All items on a job interview checklist must receive an acceptable rating.
12.4 Organizational Skills	
Station	12.4.1 Keep the area in and around the work station uncluttered?
	P.O.12.4.1 Given an assigned work station and a checklist for maintaining a work station, maintain an orderly work station during 90% of the grading period.

OFFICE SPECIALIST I (6159)

Topical Outline	Personal Employability Competencies
	DOES THE STUDENT:
Work Priorities	12.4.2 Plan work efficiently to meet deadlines?
	P.O.12.4.2 Given a description of clerical activities to be performed in a designated time, determine work priorities to meet deadlines with 90% accuracy.
12.5 FBLA-Related Activities	Activities can be taken from the FBLA Guide as follows: 4.1-4.16 Job-Seeking Skills 4.27-4.39 Human Relation Skills 4.47-4.52 Leadership Training Skills

OFFICE SPECIALIST II (6160)

Grade Level: 12

Prerequisites: Office Specialist I

Office Specialist II is a one-year, single-period occupational preparation course with cooperative office education or a double-period course without cooperative office education offered at the twelfth-grade level. Emphasis is placed on the production of quality-typed material, judged on the basis of acceptable office standards. The refinement of skills is enhanced through office simulations or related work training. Included in the instructional content are human relations skills, job-seeking skills, organizational skills, machine transcription, data entry procedures, and word processing procedures.

A review of the skills and knowledge developed in Office Specialist I is included in Office Specialist II so that students can improve, build upon, and integrate previously learned skills and knowledge. Accordingly, much repetition occurs in the topical outlines for Office Specialist I and Office Specialist II. However, tasks assigned Office Specialist II students have greater complexity and require more decision-making skills. Expected competencies for Office Specialist II students are based on performance with more difficult or advanced materials than those used with Office Specialist I students.

The following skill areas are included in Office Specialist II:

Skill Area 1 CALCULATING MACHINES
- 1.1 Arithmetic Review
- 1.2 Speed and Accuracy
- 1.3 Business Applications and Terminology

Skill Area 2 COMMUNICATION SKILLS
- 2.1 Telephone Use
- 2.2 Written Communications

Skill Area 3 DATA PROCESSING
- 3.1 Data Processing Systems
- 3.2 Sources and Types of Data
- 3.3 Input Procedures

Skill Area 4 FINANCIAL RECORDS
- 4.1 Payroll Records
- 4.2 Petty Cash
- 4.3 Purchases and Sales

Skill Area 5 MAIL PROCESSING
- 5.1 Incoming Mail
- 5.2 Outgoing Mail

Skill Area 6 MAINTENANCE AND CARE OF OFFICE EQUIPMENT
- 6.1 Calculating Equipment
- 6.2 Typewriters
- 6.3 Reprographic Equipment
- 6.4 Repair Service

Skill Area 7 OFFICE EXPERIENCE
- 7.1 Simulations
- 7.2 Cooperative Office Education

Skill Area 8 RECORDS MANAGEMENT

8.1 Filing Procedures
8.2 Filing Methods
8.3 Cross-Reference Procedures
8.4 Filing Method Selection
8.5 Retrieval
8.6 Charge-Out Procedure
8.7 Tickler File
8.8 Transferral
8.9 Micrographics
8.10 Reprographics

Skill Area 9 TYPEWRITING

9.1 Speed and Accuracy
9.2 Error Correction
9.3 Business Correspondence
9.4 Preprinted Business Forms
9.5 Specialized Typewriting
9.6 Tables and Reports
9.7 Labels and Index Cards

Skill Area 10 WORD PROCESSING

10.1 Machine Transcription
10.2 Word Processing Equipment
10.3 Proofreading and Editing Skills

Skill Area 11 PERSONAL EMPLOYABILITY SKILLS AND KNOWLEDGE

11.1 Leadership Training Skills (FBLA)
11.2 Human Relations Skills
11.3 Job-Seeking Skills
11.4 Organizational Skills
11.5 Personal Finances
11.6 FBLA-Related Activities

OFFICE SPECIALIST II (6160)

Topical Outline	Enabling Competencies	Terminal Competencies	Ref.
	CAN THE STUDENT:	**CAN THE STUDENT:**	
0. COURSE OVERVIEW			
0.1 Explanation of Job Competencies	Identify competencies that will be covered during the year?		
0.2 Explanation of Grading System	Explain how grades will be determined?		
0.3 Explanation of Cooperative Office Education (optional)	Interpret COE forms: agreement, student regulations, training plans, earnings report?		
1. CALCULATING MACHINES			
1.1 Arithmetic Review	Operate the calculator to perform basic arithmetical processes of addition, subtraction, multiplication, and division?	1.1 Compute on a 10-key calculator? P.O.1.1 Given a 10-key calculator and a written test consisting of addition, subtraction, multiplication, and division problems, solve the problems with 90% accuracy.	Level I 275-320
1.2 Speed and Accuracy	Use shortcuts and special function keys to increase speed? Use verification techniques to improve accuracy? Demonstrate incremental improvement in speed and accuracy?	1.2 Demonstrate use of special function keys on calculators? P.O.1.2 Given a 10-key calculator and a written test consisting of problems using the percent key, constant key, grand total function, and item count key, solve the problems with 90% accuracy.	

OFFICE SPECIALIST II (6160)

Topical Outline	Enabling Competencies	Terminal Competencies	Ref.
	CAN THE STUDENT:	**CAN THE STUDENT:**	
1.3 Business Applications and Terminology	Compute advanced applications of series discounts, cash discounts, markups, sales taxes, commissions, interest, and extensions in completing business forms? Use proper terminology in discussing business forms?	1.3 Verify amounts and totals on varied business forms? P.O.1.3 Given a 10-key calculator and 15 varied business forms, verify the extensions and totals with 100% accuracy.	Level II 162-192
2. COMMUNICATION SKILLS			
2.1 Telephone Use	Demonstrate proper business telephone techniques?	2.1 Describe proper business telephone techniques? P.O.2.1 Given a written test on proper business telephone techniques, answer with 90% accuracy.	
2.2 Written Communications	Compose typewritten business communications using correct grammar, appropriate references, and letter-writing principles?	2.2 Compose and typewrite mailable business correspondence? P.O.2.2 Given the needed information and supplies, compose and typewrite in mailable form two of the following types of letters: request, transmittal, acknowledgment, application, follow-up, or reference request.	

OFFICE SPECIALIST II (6160)

Topical Outline	Enabling Competencies	Terminal Competencies	Ref.
	CAN THE STUDENT:	**CAN THE STUDENT:**	
3. DATA PROCESSING			
3.1 Data Processing Systems	Explain the importance of data processing systems to today's businesses? Identify uses of common types of data processing equipment? Describe the data processing cycle?	3.1.1 Accurately identify data processing equipment? P.O.3.1.1 Given an objective test on data processing equipment, respond correctly to 80% of the items. 3.1.2 Correctly explain data processing procedures? P.O.3.1.2 Given an objective test on data processing procedures, respond correctly to 80% of the items. 3.1.3 Correctly sequence and define steps in a data processing cycle? P.O.3.1.3 Given the steps of a data processing cycle, arrange the steps in sequence and record a definition for each. All steps must be sequenced correctly and defined with 80% accuracy.	Level I 340-354
3.2 Sources and Types of Data	Identify sources and types of data?		

OFFICE SPECIALIST II (6160)

Topical Outline	Enabling Competencies	Terminal Competencies	Ref.
	CAN THE STUDENT:	**CAN THE STUDENT:**	
3.3 Input Procedures	Use data-entry or simulated equipment, for input? Use microcomputer for various data-entry applications?	3.3 Use data-entry equipment? P.O.3.3 Given data-entry or simulated equipment, enter data with speed and accuracy acceptable for employment.	
4. FINANCIAL RECORDS			
4.1 Payroll Records	From time records or salary schedules, complete payroll register and individual employee earnings records, and prepare payroll checks?	4.1.1 Accurately prepare payroll records? P.O.4.1.1 Given completed time cards for five employees, an employee earnings record, an income tax withholding table, a FICA tax table, and a blank payroll register, prepare the register, update one employee's earnings record, and typewrite payroll voucher checks. All calculations must be accurate and the voucher checks must be typewritten correctly.	Level II 77-86
	Complete a payroll change sheet and cash slips for disbursing cash payroll?	4.1.2 Prepare payroll change sheet and cash slips? P.O.4.1.2 Given a completed payroll register, a blank payroll change sheet, and cash slips for five employees, complete the payroll change sheet and the cash slips. All calculations must be accurate.	Level II 84-85

OFFICE SPECIALIST II (6160)

Topical Outline	Enabling Competencies	Terminal Competencies	Ref.
	CAN THE STUDENT:	**CAN THE STUDENT:**	
4.2 Petty Cash	Prepare petty cash vouchers, record transactions, and replenish the fund?	4.2 Accurately prepare petty cash records? P.O.4.2 Given five petty cash vouchers and a petty cash journal, record the transactions and replenish the petty cash fund. All items must be recorded accurately and the fund must be in balance.	Level II 67-69
4.3 Purchases and Sales			
Preparation of Forms	Record applicable information on requisitions, purchase orders, and invoices? Compute extensions and totals, applicable discounts, and sales tax? Verify descriptive and numerical information after recording and computing?	4.3.1 Accurately prepare typewritten requisitions? P.O.4.3.1 Given the following data involving the requisition of merchandise and a blank requisition: date, purchase requisition number and department, quantities, stock number, and description of items prepare the purchase requisition. All information must be typewritten correctly and in the proper location on the form.	Level I 261-263

OFFICE SPECIALIST II (6160)

Topical Outline	Enabling Competencies	Terminal Competencies	Ref.
	CAN THE STUDENT:	**CAN THE STUDENT:** 4.3.2 Accurately prepare typewritten purchase orders? P.O.4.3.2 Given the following data involving the purchase of merchandise and a blank purchase order: name of supplier, date of purchase, purchase order number, terms, quantities, stock numbers, description of items, and unit prices prepare a purchase order. All items must be typewritten correctly and in the proper location on the form, and all calculations must be correct. 4.3.3 Accurately prepare typewritten invoices? P.O.4.3.3 Given the following data involving merchandise sold and a blank invoice: date, name and address of customer, invoice number, terms, customer order number, quantities, description of items, and unit price. prepare an invoice. All items must be typewritten correctly and in the proper location on the form, and all calculations must be correct.	Level I 265-266

OFFICE SPECIALIST II (6160)

Topical Outline	Enabling Competencies	Terminal Competencies	Ref.
	CAN THE STUDENT:	**CAN THE STUDENT:**	
Customer Statements	Compute balances in accounts receivable and accounts payable accounts.	4.3.4 Accurately prepare customer monthly statements?	
	Prepare monthly statements from invoices and ledger sheets?	P.0.4.3.4 Given five completed accounts in the accounts receivable ledger and five blank customer monthly statements, prepare statements from the ledger sheets. All numeric and typewritten information must be correct.	
	Compute cash and trade discounts where applicable?	4.3.5 Accurately process unpaid invoices with various trade and cash discounts?	Level II 185-189
	Process unpaid invoices for payment? Pay invoices?	P.0.4.3.5 Given five unpaid invoices with various trade and cash discounts, compute the discounts as applicable and compute the net amounts. Calculations for at least four of the five invoices must be accurate.	
		4.3.6 Process unpaid invoices?	
		P.0.4.3.6 Given blank checks, prepare five voucher checks for processed unpaid invoices. The five checks must be usable.	

OFFICE SPECIALIST II (6160)

Topical Outline	Enabling Competencies	Terminal Competencies	Ref.
	CAN THE STUDENT:	**CAN THE STUDENT:**	
5. MAIL PROCESSING			
5.1 Incoming Mail	Describe incoming mail processing procedures?	5.1 Correctly forward mail? P.O.5.1 Given five pieces of mail, correctly forward, when appropriate. A checklist will be used to rate performance.	
5.2 Outgoing Mail	Describe outgoing mail processing procedures?	5.2 Accurately classify mail? P.O.5.2 Given five pieces of mail, determine most appropriate classification for mailing with 100% accuracy.	Level I 77-79
6. MAINTENANCE AND CARE OF OFFICE EQUIPMENT			
6.1 Calculating Equipment	Change the ribbon and replace the paper tape?	6.1 Change the ribbon and replace the paper tape on calculating equipment? P.O.6.1 Given calculator and supplies, change the ribbon and replace the paper tape according to manufacturer's directions to maintain an operable calculating machine.	
6.2 Typewriters	Clean keys, element, or print wheel; change ribbon; and replace correction tape?	6.2 Clean, adjust, and replace ribbon on typewriter?	

OFFICE SPECIALIST II (6160)

Topical Outline	Enabling Competencies	Terminal Competencies	Ref.
	CAN THE STUDENT:	**CAN THE STUDENT:**	
		P.O.6.2 Given typewriter and the manufacturer's operating manual, clean keys, element or print wheel; remove dust; and change ribbon and correction tape according to manufacturer's directions to maintain an operable typewriter.	
6.3 Reprographic Equipment	Clean, replace pads and blankets, and make minor machine adjustments?	6.3 Clean and adjust reprographic equipment?	
		P.O.6.3 Given reprographic equipment and supplies, clean, replace pads, and make minor adjustments as directed in machine manuals to maintain operable reprographic equipment.	
6.4 Repair Service	Determine when to call for repair or preventive maintenance service?	6.4 Determine when to request repair service or preventive maintenance?	
		P.O.6.4 Given simulated situations, determine with 80% accuracy when repair service is required to maintain operable equipment.	
7. OFFICE EXPERIENCE			
7.1 Simulations Job Flow-of-work	Perform activities in a simulated office environment and integrate previously acquired competencies?	7.1 Acceptably demonstrate and synthesize previously learned knowledges, skills, and attitudes to complete the tasks of a given position in a model office?	

OFFICE SPECIALIST II (6160)

Topical Outline	Enabling Competencies	Terminal Competencies	Ref.
	CAN THE STUDENT:	**CAN THE STUDENT:**	
		P.O.7.1 Given a simulated project or model office simulation, perform the assigned tasks, demonstrating and synthesizing previously learned knowledges, skills, and attitudes in an acceptable manner. A satisfactory rating must be received for 80% of the items on a checklist.	
7.2 Cooperative Office Education	Perform the tasks required of a part-time office employee?	7.2 Successfully perform the tasks required of a part-time office employee? P.O.7.2 Given a related part-time position, complete assigned tasks according to an individualized training plan with acceptable ratings on at least 80% of the tasks.	
8. RECORDS MANAGEMENT			
8.1 Filing Procedures	Inspect, index, code, sort, and file information and arrange materials properly in folders?		
8.2 Filing Methods			
Alphabetic System	File materials in an alphabetic filing system?	8.2.1 Correctly file documents alphabetically?	Level I 40

OFFICE SPECIALIST II (6160)

Topical Outline	Enabling Competencies	Terminal Competencies	Ref.
	CAN THE STUDENT:	**CAN THE STUDENT:** P.0.8.2.1 Given 20 pieces of correspondence, a file with guides and folders arranged for alphabetical filing, index, code, sort, and file at least 16 of the 20 pieces correctly.	
Geographic System	File materials in a geographic filing system?	8.2.2 Correctly file documents geographically? P.0.8.2.2 Given 15 pieces of correspondence, a file with guides, and folders arranged for geographic filing, index, code, sort, and file the correspondence geographically. At least 12 of the 15 pieces of correspondence must be filed correctly.	Level II 138
Numeric System	File materials in a numeric filing system?	8.2.3 Correctly file documents numerically? P.0.8.2.3 Given 20 indexed pieces of correspondence, a file with the guides, and folders arranged for numeric filing, code, sort, and file at least 16 of the 20 pieces correctly.	Level I 41
Subject System	File materials in a subject filing system?	8.2.4 Correctly file documents by subject?	Level II 140

OFFICE SPECIALIST II (6160)

Topical Outline	Enabling Competencies	Terminal Competencies	Ref.
	CAN THE STUDENT:	**CAN THE STUDENT:**	
		P.0.8.2.4 Given 10 pieces of correspondence, a card file with guides, and folders arranged for subject filing, index, code, sort, and file the correspondence. At least 8 of the 10 pieces must be filed correctly.	
8.3 Cross-Reference Procedures	Prepare cross-reference sheets when appropriate?	8.3 Correctly prepare cross-reference sheets?	Level II 139
		P.0.8.3 Given five indexed pieces of correspondence requiring cross-referencing and cross-reference cards or sheets, cross-reference the correspondence. At least four of the five pieces of correspondence must be cross-referenced correctly.	
8.4 Filing Methods Selection	Determine the appropriate filing methods?	8.4 Determine the appropriate filing method for case situations?	
		P.0.8.4 Given 20 pieces of correspondence and case situations appropriate to four different filing systems (five situations for each system), determine the appropriate filing system for at least 80% of the situations.	
8.5 Retrieval	Retrieve materials or information from files and provide information in written form when requested?	8.5 Accurately retrieve documents or items of information from files?	Level II 141-145

OFFICE SPECIALIST II (6160)

Topical Outline	Enabling Competencies	Terminal Competencies	Ref.
	CAN THE STUDENT:	**CAN THE STUDENT:** P.0.8.5 Given five requests for retrieval of correspondence and files arranged for alphabetic, numeric, geographic, and subject systems, retrieve at least four of the five requested pieces of correspondence.	
8.6 Charge-Out Procedures	Use proper procedures for charging out materials?	8.6 Accurately charge out documents from files? P.0.8.6 Given five requests for retrieval of correspondence, retrieve the requested correspondence and correctly complete an out card or a check-out form for at least four of the five requests.	
8.7 Tickler File	Describe use of a tickler file?		
8.8 Transferral	Bring file folders up to date by merging, transferring, and disposing records as appropriate?		
8.9 Micrographics	Identify processes and materials used in micrographics?		

OFFICE SPECIALIST II (6160)

Topical Outline	Enabling Competencies	Terminal Competencies	Ref.
	CAN THE STUDENT:	**CAN THE STUDENT:**	
8.10 Reprographics	Decide when the mimeograph, fluid duplicator, photocopy, or offset is the most appropriate duplication method?	8.10 Select appropriate method of duplication? P.O.8.10 Given 10 situations which require a method of duplication, identify the appropriate method of duplication as either stencil, photocopy, or offset with 90% accuracy.	Level I 203-209
9. TYPEWRITING			
9.1 Speed and Accuracy	Demonstrate incremental improvement in speed and accuracy?	9.1 Typewrite straight copy at a minimum rate with an error tolerance acceptable for employment? (Civil Service minimum is 40 wpm with three errors for five minutes. Note: Number of errors allowed increases as speed increases. Refer to Civil Service Handbook for further information.) P.O.9.1 Given a typewriter and a 5-minute time limit, typewrite straight copy at a speed of at least 45 gross words per minute for 5 minutes with no more than 5 errors.	

OFFICE SPECIALIST II (6160)

Topical Outline	Enabling Competencies	Terminal Competencies	Ref.
	CAN THE STUDENT:	**CAN THE STUDENT:**	
9.2 Error Correction	Use varied correction techniques and materials such as eraser, liquid, tape, and self-correcting typewriter?		
9.3 Business Correspondence	Select and use appropriate formats for business correspondence and envelopes?	9.3.1 Typewrite from handwritten or edited rough-draft copy mailable average-length business letters with special features and appropriate copies?	Level II 260-264
		P.O.9.3.1 Given copies of 2 unarranged business letters containing special features and typing instructions, typewrite the letters in a specified format on stationery provided, making carbon copies as indicated. At least 1 of the 2 letters must be mailable. This task must be completed within 50 minutes.	
		9.3.2 Accurately typewrite from handwritten or edited rough-draft copy average-length memoranda?	Level II 265-267
		P.O.9.3.2 Given a copy of a semi-arranged memorandum that has several recipients and contains tabulated material, typewrite the memorandum in mailable form.	

OFFICE SPECIALIST II (6160)

Topical Outline	Enabling Competencies	Terminal Competencies	Ref.
	CAN THE STUDENT:	**CAN THE STUDENT:**	
	Typewrite addresses on envelopes in format recommended by the Postal Service?	9.3.3 Typewrite addresses on envelopes in acceptable format? P.0.9.3.3 Given a list of 10 addresses and 10 envelopes, typewrite at least 8 of the 10 envelopes in mailable form in 10 minutes.	Level I 61-62
9.4 Preprinted Business Forms	Typewrite information in appropriate spaces, evenly aligned, with proper machine manipulations?	9.4 Typewrite information on preprinted forms in acceptable format? P.0.9.4 Given three types of blank preprinted business forms and information necessary for completing the forms, typewrite the forms with all information placed in appropriate spaces, evenly aligned, and all errors neatly corrected.	Level II 280-285
9.5 Specialized Typewriting			
Government Documents	Use appropriate format and procedures in typewriting government documents?	9.5.1 Typewrite in mailable form a typical government document? P.0.9.5.1 Given a government document, typewrite it in the format specified. The completed document must be mailable with all errors neatly corrected.	

OFFICE SPECIALIST II (6160)

Topical Outline	Enabling Competencies	Terminal Competencies	Ref.
	CAN THE STUDENT:	**CAN THE STUDENT:**	
Legal Documents	Use appropriate format and procedures in typewriting legal documents?	9.5.2 Typewrite in mailable form a typical legal document? P.0.9.5.2 Given a legal document, the information necessary for typing and/or filling in the document, typewrite the document in the proper legal format. Numerical information must be accurately typed. Other information must be accurate with corrections.	
9.6 Tables and Reports	Typewrite tables and statistical reports with correct horizontal and vertical placement of information.	9.6.1 Typewrite from rough-draft copy tables or statistical reports? P.0.9.6.1 Given rough-draft copy of three tables or statistical reports, typewrite the tables or reports with information properly arranged and all errors neatly corrected. 9.6.2 Typewrite from rough-draft copy a report with footnotes, title page, table of contents, and bibliography. P.0.9.6.2 Given rough-draft copy of a two-page report with footnotes, title page, table of contents and bibliography, typewrite the report in specified format with all errors neatly corrected.	Level II 277-280

OFFICE SPECIALIST II (6160)

Topical Outline	Enabling Competencies	Terminal Competencies	Ref.
	CAN THE STUDENT:	**CAN THE STUDENT:**	
9.7 Labels and Index Cards	Use correct procedures in typewriting labels and index cards?		
10. WORD PROCESSING			
10.1 Machine Transcription	Demonstrate proper techniques for operating the transcriber?	10.1 Transcribe from recorded media correspondence in mailable form?	Level III 226-231
		P.O.10.1 Given transcribing equipment and dictated media for three average length business documents, transcribe in mailable form. (This objective should be met two times.)	
10.2 Word Processing Equipment		10.2 Use word processing equipment to record and play back business correspondence in mailable form?	Level III 202-265
Uses	Explain uses of word processing equipment?	P.O.10.2 Given word processing equipment and a rough-draft memo to be routed to five departments, record the memo and play back a mailable copy for each department.	
Machine Operation	Demonstrate proper techniques for the operation of word processing equipment?		
Recording	Record business documents using word processing equipment?		
Playback	Play back recorded material?		

OFFICE SPECIALIST II (6160)

Topical Outline	Enabling Competencies	Terminal Competencies	Ref.
	CAN THE STUDENT:	**CAN THE STUDENT:**	
10.3 Proofreading and Editing Skills	Proofread and edit?	10.3 Given three pieces of business correspondence needing revision, edit for accuracy of content and clarity of expression?	Level III 198-199
		P.O.10.3 Given three pieces of business correspondence needing revision, proofread and edit the correspondence with 100% accuracy?	

OFFICE SPECIALIST II (6160)

Topical Outline	**Personal Employability Competencies**
	DOES THE STUDENT:
11. PERSONAL EMPLOYABILITY SKILLS AND KNOWLEDGE	
12.1 Leadership Training Skills (Future Business Leaders of America)	11.1 Participate in the Future Business Leaders of America? P.O.11.1 Given organizational guidelines, participate in in-class activities of FBLA according to guidelines provided.
11.2 Human Relations Skills	
Office Behavior	11.2.1 Identify the attitudes and work habits necessary for good interpersonal and employee/employer relations in the office? P.O.11.2.1 Given a list of traits, some of which promote good human relations among employees, identify those traits with at least 80% accuracy.
Personality Traits	11.2.2 Identify personality traits that increase job performance? P.O.11.2.2 Given a list of personality traits that increase job performance and a list of their descriptions, match the descriptions with the traits with at least 80% accuracy.
Self-Evaluation	11.2.3 Evaluate personal work habits and attitudes? P.O.11.2.3 Given guidelines on good work habits and a list of poor work habits and attitudes, identify ways that poor habits and attitudes can be improved according to guidelines provided.
Attendance and Punctuality	11.2.4 Maintain regular and prompt attendance? P.O.11.2.4 Given a class schedule, attend class and arrive on time at least 90% of the time during each grading period.

OFFICE SPECIALIST (6160)

Topical Outline	Personal Employability Competencies
	DOES THE STUDENT:
Following Instructions	11.2.5 Follow oral or written instructions in the completion of assigned tasks?
	P.O.11.2.5 Given a role-playing situation requiring the following of oral or written instructions, listen or read and follow instructions. A checklist will be used to rate performance; all items must receive an acceptable rating.
Appearance and Grooming	11.2.6 Exhibit good grooming and appropriate attire for work according to office standards?
	P.O.11.2.6 Given guidelines on good grooming and a simulated office situation, dress appropriately and demonstrate the essentials of good grooming for one week. Appearance must be judged appropriate according to a checklist based on guidelines provided.
Self-Discipline	11.2.7 Identify and exhibit the attitudes and work habits that increase self-discipline?
	P.O.11.2.7 Given rules for proper conduct in class, exhibit self-control, persistence, and initiative in completing assignments on time. A checklist will be used to rate performance; all items must receive an acceptable rating.
Responsibility	11.2.8 Identify and exhibit the attitudes and work habits associated with responsibility?
	P.O.11.2.8 Given a list of activities which require responsibility, such as bringing appropriate materials to class, using time productively, and using supplies frugally, complete the activities. A checklist will be used to rate performance; all items must receive an acceptable rating.

OFFICE SPECIALIST II (6160)

Topical Outline	**Personal Employability Competencies**
	DOES THE STUDENT:
11.3 Job-Seeking Skills	
Self-Analysis	11.3.1 Identify skills and personal traits and match them with available job opportunities?
	P.O.11.3.1 Given an objective test on self understanding, identify correct responses with 90% accuracy.
Resume/Personal Data Sheet	11.3.2 Prepare a typewritten resume or personal data sheet?
	P.O.11.3.2 Given a resume or personal data sheet format, typewrite a resume or personal data sheet, providing all appropriate information. All information must be accurate and all errors neatly corrected.
Application Forms	11.3.3 Prepare application form so applicant is presented favorably?
	P.O.11.3.3 Given a job application form and instructions to complete each item (using N/A on items that are not applicable), print or typewrite the information. All information must be accurate and all errors neatly corrected.
Letters	11.3.4 Compose and typewrite acceptable application letters?
	P.O. 11.3.4 Given a want ad from a local newspaper advertising an office position, compose and typewrite a letter of application. All information must be accurate and all errors neatly corrected.

Topical Outline	Personal Employability Competencies
	DOES THE STUDENT:
Job Interview	11.3.5 Prepare for the job interview by becoming acquainted with company in which interested and preparing information about job competencies?
	P.O.11.3.5 Given references and information about an available job with a specified company, assemble information about the company and competencies required for the job. All information must be accurate and complete.
	11.3.6 Demonstrate acceptable behavior during a simulated job interview?
	P.O.11.3.6 Given a simulated job interview situation, make an appointment and participate in a personal interview. All items on a job-interview checklist must receive an acceptable rating.
Follow-Up	11.3.7 Compose and typewrite a positive and appropriate follow-up letter?
	P.O.11.3.7 Given a role-playing situation that requires composing a letter of follow-up, compose and typewrite an appropriate follow-up letter. All information must be accurate and all errors neatly corrected.
11.4 Organizational Skills	
Office Environment	11.4.1 Maintain an orderly office area?
	P.O.11.4.1 Given an assigned work station and a checklist for maintaining a work station, maintain an orderly work station during 90% of the grading period.
Task	11.4.2 Assemble supplies and information necessary to complete assigned tasks?

OFFICE SPECIALIST II (6160)

Topical Outline	Personal Employability Competencies
	DOES THE STUDENT:
	P.O.11.4.2 Given form letters, a list of customer names and addresses, and balances owed, assemble the necessary supplies to send appropriate letters to the customers.
Work Priorities	11.4.3 Plan work efficiently to meet deadlines?
	P.O.11.4.3 Given a description of office activities to be performed in a designated time, determine work priorities to meet deadlines with 90% accuracy.
Work Evaluation	11.4.4 Evaluate own work realistically?
	P.O.11.4.4 Given a task to be performed to specific standards and a checklist for evaluation of the task, evaluate personal work. The student's evaluation ratings should match those of the teacher.
11.5 Personal Finances	
Income Management	11.5.1 Plan a budget based on net pay?
	P.O.11.5.1 Given a paycheck, information on personal expenses, and an appropriate budget percentage scale, prepare a budget based on net pay. All information and calculations must be correct.
Income Tax Return Preparation	11.5.2 Prepare an individual income tax return?
	P.O.11.5.2 Given a W-2 form, a 1040A form, and tax instructions, prepare an individual tax return. All information and calculations must be correct.

OFFICE SPECIALIST II (6160)

Topical Outline	Personal Employability Competencies
	DOES THE STUDENT:
12.6 FBLA-Related Activities	Activities can be taken from the FBLA Guide as follows: 4.1 -4.16 Job-Seeking Skills 4.27-4.39 Human Relations Skills 4.47-4.52 Leadership Training Skills

SECRETARIAL ADMINISTRATION I (6250)

Grade Level: 11

Prerequisite: Typewriting
Recommended: Introduction to Business

Secretarial Administration I is a one-year, double-period course. Major emphasis is placed on learning a shorthand system and developing transcription skills. Students are taught touch operation of 10-key calculating machines and are introduced to equipment commonly used in business offices. Secretarial procedures, recordkeeping skills, stenographic skills, communication skills, and personal employability skills are integrated in the instructional approach. (Cooperative Office Education may be a part of this course.)

The following skill areas are included in Secretarial Administration I:

Skill Area 1 CALCULATING MACHINES
- 1.1 Arithmetic Review
- 1.2 Business Applications and Terminology

Skill Area 2 COMMUNICATION SKILLS
- 2.1 Importance of Communication
- 2.2 Oral Communications
- 2.3 Receptionist Activities
- 2.4 Written Communications

Skill Area 3 FINANCIAL RECORDS
- 3.1 Introduction
- 3.2 Checking Accounts

Skill Area 4 MAIL PROCESSING
- 4.1 Incoming Mail
- 4.2 Outgoing Mail

Skill Area 5 MAINTENANCE AND CARE OF OFFICE EQUIPMENT
- 5.1 Calculating Equipment
- 5.2 Typewriters

Skill Area 6 OFFICE EXPERIENCE
- 6.1 Simulations
- 6.2 Cooperative Office Education

Skill Area 7 RECORDS MANAGEMENT
- 7.1 Procedures and Equipment
- 7.2 Filing

Skill Area 8 REPROGRAPHICS
- 8.1 Appropriate Use
- 8.2 Terminology
- 8.3 Photocopy Preparation

Skill Area 9 SHORTHAND AND TRANSCRIPTION
- 9.1 (See Shorthand I, Skill Area 1.)

Skill Area 10 TYPEWRITING
- 10.1 Format Review
- 10.2 Speed and Accuracy
- 10.3 Error Correction
- 10.4 Production

Skill Area 11 WORD PROCESSING
11.1 Introduction
11.2 Career Opportunities
11.3 Machine Transcription
11.4 Word Processing Equipment

Skill Area 12 PERSONAL EMPLOYABILITY SKILLS AND KNOWLEDGES
12.1 Leadership Training Skills (FBLA)
12.2 Human Relations Skills
12.3 Job-Seeking Skills
12.4 Organizational Skills
12.5 FLBA-Related Activities

SECRETARIAL ADMINISTRATION I (6250)

Topical Outline	Enabling Competencies	Terminal Competencies	Ref.
	CAN THE STUDENT:	**CAN THE STUDENT:**	
0. COURSE OVERVIEW			
0.1 Explanation of Job Competencies	Identify competencies that will be covered during the year?		
0.2 Explanation of Grading System	Explain how grades will be determined?		
0.3 Explanation of Cooperative Office Education (optional)	Interpret COE forms: agreement, student regulations, training plans, earnings report?		
1. CALCULATING MACHINES			
1.1 Arithmetic Review	Perform the basic arithmetical processes of addition, subtraction, multiplication, and division using whole numbers, mixed numbers, and decimals?	1.1 Compute on a 10-key calculator? P.O.1.1 Given a 10-key machine and 10 problems, each problem consisting of a series of addition, subtraction, multiplication, and division computations, solve at least 8 of the 10 problems correctly, using the touch method.	Level I 275-320
Machine Operation	Operate the machine using the touch method with proper fingering?		
Speed and Accuracy	Use shortcuts and special function keys to increase speed?		
	Use verification techniques to improve accuracy?		
1.2 Business Applications and Terminology	Compute simple applications of discounts, markups, sales tax, commissions, interest, and extensions in completing business forms? Use proper terminology in discussing business forms?	1.2 Complete business problems/forms? P.O.1.2 Given a 10-key machine and business problems, compute discounts, markups, sales tax, commissions, interest, and extensions with 80% accuracy.	Level II 162-192

SECRETARIAL ADMINISTRATION I (6250)

Topical Outline	Enabling Competencies	Terminal Competencies	Ref.
	CAN THE STUDENT:	**CAN THE STUDENT:**	
2. COMMUNICATION SKILLS			
2.1 Importance of Communication	Describe the importance of effective written and oral communications in working with others?		
2.2 Oral Communications			
Basic Telephone Procedures	Identify and use basic telephone information such as types of services and calls, time zones, types of equipment, and directories? Demonstrate effective listening techniques?	2.2.1 Identify telephone services and types of calls? P.O.2.2.1 Given a list of terms for 10 telephone services and types of calls and a description of 10 services and calls, match the terms with the descriptions. At least 8 of the 10 must be matched correctly.	Level I 26-29
Incoming Calls	Demonstrate correct procedures for answering promptly and properly, taking messages, and terminating calls?	2.2.2 Answer routine calls and route to proper party, give non-confidential information, and take clear messages? P.O.2.2.2 Given a telephone or Business Trainer and a situation involving an incoming local call, answer the telephone. A checklist will be used to rate performance; all items must receive an acceptable rating.	Level I 30-33

SECRETARIAL ADMINISTRATION I (6250)

Topical Outline	Enabling Competencies	Terminal Competencies	Ref.
	CAN THE STUDENT:	**CAN THE STUDENT:**	
Outgoing Calls	Demonstrate correct procedures for placing outgoing local and long distance calls?	2.2.3 Place simulated local and long distance calls of a routine nature, using the dictionary as necessary? P.O.2.2.3 Given a telephone or Business Trainer and a situation involving an outgoing local and long distance call, place the telephone call. A checklist will be used to rate performance; all items must receive an acceptable rating.	Level I 34-36 FBLA Guide 4.37-4.38
2.3 Receptionist Activities	Greet visitors in a businesslike manner and direct to proper offices? Make introductions properly?	2.3.1 Perform routine receptionist activities for given situations? P.O.2.3.1 Given a role-playing situation requiring the greeting of visitors in a business office and directing them to other locations, greet the visitors and give them appropriate directions to other locations. A checklist will be used to rate performance; all items must receive an acceptable rating.	Level I 197-198 FBLA Guide 4.33
Appointments	Schedule, confirm, and cancel appointments?	2.3.2 Maintain records relating to office visitors?	

SECRETARIAL ADMINISTRATION I (6250)

Topical Outline	Enabling Competencies	Terminal Competencies	Ref.
	CAN THE STUDENT:	**CAN THE STUDENT:**	
		P.O.2.3.2 Given an appointment calendar and 10 employer appointments and cancellations, arrange and record appointments, confirmations, and/or cancellations. Eight out of ten must be correct.	
2.4 Written Communications			
Composition	Compose simple business communications using correct grammar, appropriate references, and letter-writing principles?	2.4 Compose and typwrite in mailable form simple business correspondence?	Level I 103-110, 136-194
Internal and External Communications	Compose simple memoranda, letters, and reports that contain all relevant information?	P.O.2.4 Given letterhead stationery and a simulated hotel reservation for an employer, compose and typewrite an appropriate business letter. All information must be accurate and all errors neatly corrected.	
3. FINANCIAL RECORDS			
3.1 Introduction			
Need for Financial Records	Describe the need for financial records?	3.1 Describe the need for financial records?	
Terminology	Use proper terminology when discussing financial records?	P.O.3.1 Given a list of different financial records, match each with its definitions with 80% accuracy.	
Importance of Accuracy	Describe the importance of accurate financial records?		

SECRETARIAL ADMINISTRATION I (6250)

Topical Outline	Enabling Competencies	Terminal Competencies	Ref.
	CAN THE STUDENT:	CAN THE STUDENT:	
3.2 Checking Accounts Check Writing Procedures		3.2.1 Accurately complete check records and checks? P.0.3.2.1 Given a blank check and stub and the following data pertaining to the check: check number, date paid, name of person to whom the check is issued, amount of check, name of person issuing the check prepare the check and stub legibly and accurately.	Level I 248-250
Endorsements	Determine appropriate endorsements?	3.2.2 Appropriately endorse checks? P.0.3.2.2 Given five completed checks and an assignment to endorse the checks using a variety of endorsements, appropriately endorse the checks with 100% accuracy.	Level I 251-253
Deposits	Prepare deposit slips?	3.2.3 Accurately prepare legible deposit slips? P.0.3.2.3 Given a blank deposit slip a checkbook, and a list of the following items for deposit: two checks for deposit, coins for deposit, currency for deposit complete the deposit slip accurately and legibly and adjust the checkbook.	Level I 254-257

SECRETARIAL ADMINISTRATION I (6250)

Topical Outline	Enabling Competencies	Terminal Competencies	Ref.
	CAN THE STUDENT:	**CAN THE STUDENT:**	
Reconciliation	Reconcile a bank statement?	3.2.4 Prepare a simple bank reconciliation?	
		P.0.3.2.4 Given the following information pertaining to a bank reconciliation: name of company, date, checkbook balance, bank balance, outstanding checks, bank service charge, deposits in transit prepare a bank reconciliation with agreeing balances.	Level I 259-260
4. MAIL PROCESSING			
4.1 Incoming Mail	Open, stamp, underline and annotate, sort, route, distribute, and forward incoming mail?	4.1 Process incoming mail?	
		P.0.4.1 Given pieces of incoming mail, including some mail marked "confidential" or "personal" and a date stamp, open, stamp, underline and annotate, sort, distribute, and forward mail. A checklist will be used to rate performance; all items must receive an acceptable rating.	Level I 84-87
4.2 Outgoing Mail			
Classes	Select appropriate class of mail for various items to be mailed?	4.2 Determine appropriate classifications for mail?	Level I 76-77

SECRETARIAL ADMINISTRATION I (6250)

Topical Outline	Enabling Competencies	Terminal Competencies	Ref.
	CAN THE STUDENT:	**CAN THE STUDENT:** P.0.4.2 Given a list of five classes and five descriptions of mail, correctly match at least four of the five.	
Specialized Mail	Identify the appropriate uses of specialized mail?	4.2.1 Identify special mail services? P.0.4.2.1 Given a list of special mail services and descriptions, correctly match at least 80% of the items on the list with the descriptions?	Level I 78-79
Preparation	Verify addresses, check for enclosures, and properly fold and insert items to be mailed in envelopes? Use the National Zip Code Directory? Determine the correct postage for mail of different classes and weights? Use available sources of postal information to process mail?	4.2.2 Process outgoing mail? P.0.4.2.2 Given 10 items to mail, correctly prepare for mailing by verifying addresses, including zip codes, checking for enclosures, folding, properly inserting into envelopes, sealing, and determining correct postage with 100% accuracy.	Level I 80-83
5. MAINTENANCE AND CARE OF EQUIPMENT			
5.1 Calculating Equipment	Change the ribbon, replace the paper tape, and make minor machine adjustments?	5.1 Change the calculator ribbon or paper tape?	

SECRETARIAL ADMINISTRATION I (6250)

Topical Outline	Enabling Competencies	Terminal Competencies	Ref.
	CAN THE STUDENT:	**CAN THE STUDENT:**	
		P.O.5.1 Given calculator and supplies, change the ribbon or replace the paper tape according to manufacturer's directions to maintain an operable machine.	
5.2 Typewriters	Clean keys, elements, or print wheels; remove dust; change ribbon; and make machine adjustments?	5.2 Clean, adjust, and replace ribbon on typewriter? P.O.5.2 Given typewriter and supplies, clean keys, element, or print wheel; remove dust; and change ribbon and correction tape to maintain an operable typewriter.	
6. OFFICE EXPERIENCE			
6.1 Simulations Job Flow of Work	Perform activities in a simulated office environment and integrate previously acquired competencies?	6.1 Acceptably demonstrate and synthesize previously learned knowledge, skills, and attitudes to complete the tasks of a given position in a model office? P.O.6.1 Given a simulated project or model office simulation, perform the assigned tasks, demonstrating and synthesizing previously learned knowledge, skills, and attitudes in an acceptable manner. An acceptable rating must be received for 80% of the items on a checklist.	
6.2 Cooperative Office Education	Perform the tasks required of a part-time office employee?	6.2 Successfully perform the tasks required of a part-time office employee?	

SECRETARIAL ADMINISTRATION I (6250)

Topical Outline	Enabling Competencies	Terminal Competencies	Ref.
	CAN THE STUDENT:	**CAN THE STUDENT:**	
		P.0.6.2 Given a related part-time position, complete assigned tasks according to an individualized training plan with acceptable ratings on at least 80% of the tasks.	
7. RECORDS MANAGEMENT			
7.1 Procedures and Equipment			
Need for Accurate Records	Describe the need for storing records accurately?	7.1 Identify types of filing supplies and filing equipment?	Level I 43-46
Terminology	Use proper terminology when discussing various aspects of filing?	P.0.7.1 Given a list of 10 terms and a list of 10 definitions relating to filing supplies and equipment, correctly match 8 of the 10 definitions with the terms.	
Filing Supplies and Equipment	Identify types of supplies and equipment and describe uses of each?		
7.2 Filing			
Alphabetic Rules	Apply alphabetic filing rules?	7.2.1 Correctly identify alphabetic filing rules?	
		P.0.7.2.1 Given an objective test on alphabetic filing rules, respond correctly to 90% of the items.	
Procedures	Inspect, index, code, sort, and file alphabetic information and arrange materials properly in folders?	7.2.2 Correctly file documents alphabetically?	Level I 40

SECRETARIAL ADMINISTRATION I (6250)

Topical Outline	Enabling Competencies	Terminal Competencies	Ref.
	CAN THE STUDENT:	**CAN THE STUDENT:** P.O.7.2.2 Given 20 pieces of correspondence, a file with guides and folders arranged for alphabetic filing, index, code, sort, and file at least 16 of the 20 pieces correctly.	
Retrieval and Charge-Out Procedures	Retrieve requested information or materials? Use proper procedures for charging out materials?	7.2.3 Correctly retrieve documents? P.O.7.2.3 Given five requests for retrieval of correspondence, retrieve the requested correspondence and correctly complete an out card or check-out form for at least four of the five requests.	Level I 141-142
8. REPROGRAPHICS			
8.1 Appropriate Use	Identify characteristics of copying/duplicating methods? Identify the most appropriate method of copying/duplicating?	8.1 Select the best copying/duplicating method to use?	Level I 204-209

SECRETARIAL ADMINISTRATION I (6250)

Topical Outline	Enabling Competencies	Terminal Competencies	Ref.
	CAN THE STUDENT:	CAN THE STUDENT: P.O.8.1 Given written situations in which there is a need for copying/duplicating services in an office, choose the best copying/duplicating method to use with 80% accuracy.	FBLA Guide 3.60-3.61
8.2 Terminology	Use correct terminology when describing characteristics of copying/duplicating methods?	8.2 Correctly identify definitions of reprographic terms? P.O.8.2 Given a list of terms used in reprographics and a list of definitions, match the terms with the definitions with 80% accuracy.	Level II 242
8.3 Photocopy Preparation	Select appropriate method of preparation, including cutting and pasting, according to copying/duplicating process used?	8.3 Prepare acceptable copy for duplicating by the photocopy process? P.O.8.3 Given a document to be altered, type, cut, paste, and prepare a photocopy that is usable.	Level II 252
9. SHORTHAND AND TRANSCRIPTION	(Use Topical Outline, Enabling Competencies, and Terminal Competencies from Shorthand I, Skill Area 1.)		

SECRETARIAL ADMINISTRATION I (6250)

Topical Outline	Enabling Competencies	Terminal Competencies	Ref.
	CAN THE STUDENT:	CAN THE STUDENT:	
10. TYPEWRITING			
10.1 Format Review	Select and use appropriate formats for business correspondence?		
10.2 Speed and Accuracy	Demonstrate incremental improvement in speed and accuracy?	10.2 Typewrite straight copy at a minimum rate and with an error tolerance acceptable for employment? P.O.10.2 Given a typewriter and a 5-minute time limit, typewrite straight copy at a speed of at least 40 wpm with no more than three errors. (Civil Service minimum is 40 wpm with three errors for five minutes. NOTE: Number of errors allowed increases as speed increases. Refer to Civil Service Handbook for further information.)	Level I 59
10.3 Error Correction	Properly use various correction media such as erasers, fluid, tape, and self-correcting typewriters?	10.3 Properly use various correction media? P.O.10.3 Given various correction media such as erasers, fluid, tape, and self-correcting typewriters, typewrite material with acceptable corrections.	

SECRETARIAL ADMINISTRATION I (6250)

Topical Outline	Enabling Competencies	Terminal Competencies	Ref.
	CAN THE STUDENT:	**CAN THE STUDENT:**	
10.4 Production			
Correspondence	Typewrite business correspondence from rough-draft copy?	10.4.1 Typewrite and correct business letters and envelopes?	
		P.O.10.4.1 Given 2 unarranged copies of business letters of approximately 100 words each, two envelopes, required supplies, and instructions for the format to be used, typewrite two mailable letters, one with a carbon, and the envelopes within 50 minutes.	Level I 60-62
	Typewrite memoranda from rough-draft copies in correct format?	10.4.2 Typewrite usable interoffice memorandum?	Level I 63-66
		P.O.10.4.2 Given rough-draft copies of 2 memoranda that have been edited, necessary supplies, and instructions on the format to be used, typewrite the memoranda in mailable form, one with a carbon copy, within 30 minutes.	
Envelopes	Typewrite addresses on envelopes in format recommended by the postal service?	10.4.3 Typewrite addresses on envelopes with all errors neatly corrected?	Level I 67-69

SECRETARIAL ADMINISTRATION I (6250)

Topical Outline	Enabling Competencies	Terminal Competencies	Ref.
	CAN THE STUDENT:	**CAN THE STUDENT:**	
		P.0.10.4.3 Given a list of 10 addresses, 10 envelopes, and instructions on the format to be used, typewrite addresses on all of the envelopes in mailable form within 10 minutes.	
Preprinted Forms	Typewrite information in appropriate spaces, evenly aligned, using proper machine manipulations?	10.4.4 Typewrite routine information on preprinted forms?	Level II 280-285
		P.0.10.4.4 Given three types of blank preprinted business forms that require typewriting on lines, in boxes, after guide words, or in columns; a typewriter; necessary supplies; and information needed for completing the forms, typewrite the information onto the preprinted forms. All applicable information must be in the appropriate spaces, and copy must be evenly aligned with all errors neatly corrected.	
Tables and Statistical Reports	Typewrite tables and statistical reports with correct horizontal and vertical placement of information?	10.4.5 Typewrite usable tabulated information?	Level I 70-72

SECRETARIAL ADMINISTRATION I (6250)

Topical Outline	Enabling Competencies	Terminal Competencies	Ref.
	CAN THE STUDENT:	**CAN THE STUDENT:**	
		P.0.10.4.5 Given copies of two 3-column tables, one arranged and one semi-arranged, with 5 items in each column, columnar headings, and necessary supplies, typewrite both of the tables with information properly placed and all errors neatly corrected.	
Manuscripts	Typewrite a short manuscript in correct format using headings and footnotes?	10.4.6 Typewrite a manuscript with headings and footnotes?	Level II 278-279
		P.0.10.4.6 Given a copy of a semi-arranged report containing headings and footnotes and needed instructions, typewrite the report with all information properly arranged and all errors neatly corrected.	
Labels	Typewrite mailing labels and file folder labels in correct format?	10.4.7 Typewrite mailing labels and file folder labels?	Level II 272-273
		P.0.10.4.7 Given 5 mailing labels or file folder labels, typewrite in correct format with all errors neatly corrected within 10 minutes.	

SECRETARIAL ADMINISTRATION I (6250)

Topical Outline	Enabling Competencies	Terminal Competencies	Ref.
	CAN THE STUDENT:	**CAN THE STUDENT:**	
11. WORD PROCESSING			
11.1 Introduction			
Terminology	Define basic word processing terms?	11.1 Define commonly used word processing terms?	
		P.O.11.1 Given a list of 10 word processing terms and a description of each term, match the terms with the descriptions. At least 80% of the terms must be matched correctly.	
11.2 Career Opportunities	Describe career opportunities and career ladders in word processing?		
11.3 Machine Transcription	Demonstrate proper techniques for operating a transcriber?	11.3 Transcribe from recorded media average-length correspondence?	
		P.O.11.3 Given transcribing equipment and dictated media for a letter of approximately 150 words with punctuation included, transcribe in mailable form.	Level III 4-21
11.4 Word Processing Equipment			
Uses	Explain uses of word processing equipment?	11.4 Use proper techniques to store, recall, update, and edit text?	

SECRETARIAL ADMINISTRATION I (6250)

Topical Outline	Enabling Competencies	Terminal Competencies	Ref.
	CAN THE STUDENT:	**CAN THE STUDENT:**	
Basic Techniques	Demonstrate proper techniques for operating text-editing equipment?	P. 11.4 Given a one-page business document that has been keyboarded and stored and a list of instructions for content changes, review, edit, update, and print a final copy of the document. Editing changes will include inserting and deleting a letter, word, or line; centering a title; adding a blank line; and correcting spelling and typographical errors.	

Topical Outline	Personal Employability Competencies
	DOES THE STUDENT:
12. PERSONAL EMPLOYABILITY SKILLS AND KNOWLEDGES	
12.1 Leadership Training Skills (Future Business Leaders of America)	12.1 Participate in the Future Business Leaders of America? P.O.12.1 Given organizational guidelines, participate in in-class activities of FBLA according to guidelines provided.
12.1 Human Relations Skills	
Office Behavior	12.2.1 Identify the attitudes and work habits necessary for good interpersonal and employee/employer relations in the office? P.O.12.2.1 Given a list of traits, some of which promote good human relations among employees, identify those traits with at least 80% accuracy.
Personality Traits	12.2.2 Identify personality traits that increase job performance? P.O.12.2.2 Given a list of personality traits that increase job performance and a list of their descriptions, match the descriptions with the traits with at least 80% accuracy.
Self-Evaluation	12.2.3 Evaluate personal work habits and attitudes? P.O.12.2.3 Given guidelines on good work habits and a list of poor work habits and attitudes, identify ways that poor habits and attitudes can be improved according to guidelines provided.
Attendance and Punctuality	12.2.4 Maintain regular and prompt attendance? P.O.12.2.4 Given a class schedule, attend class and arrive on time at least 90% of the time during each grading period.

Topical Outline	Personal Employability Competencies
	DOES THE STUDENT:
Following Instructions	12.2.5 Follow oral or written instructions in the completion of assigned tasks? P.O.12.2.5 Given a role-playing situation requiring the following of oral or written instructions, listen or read and follow instructions. A checklist will be used to rate performance; all items must receive an acceptable rating.
Appearance and Grooming	12.2.6 Exhibit good grooming and appropriate attire for work according to office standards? P.O.12.2.6 Given guidelines on good grooming and a simulated office situation, dress appropriately and demonstrate the essentials of good grooming for one week. Appearance must be judged appropriate according to checklist based on guidelines provided.
12.3 Job-Seeking Skills	
Employment Opportunities	12.3.1 List sources of information for employment opportunities? P.O.12.3.1 Given references, list five sources for employment opportunities. 12.3.2 Seek information regarding existing working conditions in different businesses? P.O.12.3.2 Given a list of various businesses and necessary references, compare and contrast working conditions and advancement opportunities in large and small, public and private, and urban and rural businesses and organizations. Information must be accurate according to references used.

SECRETARIAL ADMINISTRATION I (6250)

Topical Outline	Personal Employability Competencies
	DOES THE STUDENT:
Resume/Personal Data Sheet	12.3.3 Prepare a resume or personal data sheet? P.O.12.3.3 Given a resume or personal data sheet format, typewrite a personal data sheet or resume, giving all appropriate information. All information must be accurate and all errors neatly corrected.
Application Forms	12.3.4 Prepare application forms so applicant is presented favorably? P.O.12.3.4 Given a job application form and instructions to complete each item (using N/A on items that are not applicable), print or typewrite the information. All information must be accurate and all errors neatly corrected.
Letters	12.3.5 Compose and typewrite acceptable application letters? P.O.12.3.5 Given a want ad from a local newspaper advertising an office position, compose and typewrite a letter of application. All information must be accurate and all errors neatly corrected.
Job Interview	12.3.6 Demonstrate acceptable behavior during a simulated job interview? P.O.12.3.6 Given a simulated job interview situation, make an appointment and participate in a personal interview. All items on a job interview checklist must receive an acceptable rating.
12.4 Organizational Skills	
Station	12.4.1 Keep the area in and around the work station uncluttered?

SECRETARIAL ADMINISTRATION I (6250)

Topical Outline	Personal Employability Competencies
	DOES THE STUDENT:
	P.O.12.4.1 Given an assigned work station and a checklist for maintaining the work station, maintain an orderly work station during 90% of the grading period.
Work Priorities	12.4.2 Plan work efficiently to meet deadlines?
	P.O.12.4.2 Given a description of office activities to be performed in a designated time, the student will determine work priorities to meet deadlines with 90% accuracy.
12.5 FBLA-Related Activities	Activities can be taken from the FBLA Guide as follows: 4.1-4.16 Job-Seeking Skills 4.27-4.39 Human Relations Skills 4.47-4.52 Leadership Training Skills

SECRETARIAL ADMINISTRATION II (6260)

Grade Level: 12

Prerequisites: Secretarial Administration I

Secretarial Administration II is a one-year, double-period course with primary emphasis on refining stenographic skills developed in Secretarial Administration I. Units of instruction include financial records, records management, mail processing, oral and written communications, reprographics, word and data processing, calculating machine operation, secretarial procedures, human relations skills, and shorthand and machine transcription, as well as typewriting and shorthand speed and accuracy development. (Cooperative Office Education may be a part of this course.)

The following skill areas are included in Secretarial Administration II:

Skill Area 1 AUTOMATED INFORMATION PROCESSING
- 1.1 Introduction to Data Processing
- 1.2 Word Processing

Skill Area 2 CALCULATING MACHINES - FINANCIAL RECORDS
- 2.1 Arithmetic Review
- 2.2 Speed and Accuracy
- 2.3 Business Applications and Terminology

Skill Area 3 COMMUNICATION SKILLS
- 3.1 Telephone Use
- 3.2 Written Communications

Skill Area 4 MAIL PROCESSING
- 4.1 Incoming Mail
- 4.2 Outgoing Mail

Skill Area 5 MAINTENANCE AND CARE OF OFFICE EQUIPMENT
- 5.1 Calculating Equipment
- 5.2 Typewriters
- 5.3 Reprographic Equipment
- 5.4 Repair Service

Skill Area 6 OFFICE EXPERIENCE
- 6.1 Simulations
- 6.2 Cooperative Office Education

Skill Area 7 RECORDS MANAGEMENT
- 7.1 Filing Procedures
- 7.2 Filing Methods
- 7.3 Cross-Reference Procedures
- 7.4 Filing Method Selection
- 7.5 Retrieval
- 7.6 Charge-Out Procedures
- 7.7 Tickler File
- 7.8 Transferral
- 7.9 Micrographics

Skill Area 8 REPROGRAPHICS
- 8.1 Appropriate Use
- 8.2 Photocopy Preparation
- 8.3 Stencil Preparation

Skill Area 9 SHORTHAND AND TRANSCRIPTION
- 9.1 Basics Review
- 9.2 Speed and Accuracy
- 9.3 Office Dictation Transcription

Skill Area 10 TYPEWRITING

10.1 Speed and Accuracy
10.2 Error Correction
10.3 Business Correspondence
10.4 Preprinted Business Forms
10.5 Specialized Typewriting
10.6 Tables and Reports
10.7 Labels and Index Cards

Skill Area 11 PERSONAL EMPLOYABILITY SKILLS AND KNOWLEDGES

11.1 Leadership Training Skills (FBLA)
11.2 Human Relations Skills
11.3 Job-Seeking Skills
11.4 Organizational Skills
11.5 Personal Finances
11.6 FBLA-Related Activities

SECRETARIAL ADMINISTRATION II (6260)

Topical Outline	Enabling Competencies	Terminal Competencies	Ref.
	CAN THE STUDENT:	**CAN THE STUDENT:**	
0. COURSE REVIEW			
0.1 Explanation of Job Competencies	Identify competencies that will be covered during the year?		
0.2 Explanation of Grading	Explain how grades will be determined?		
0.3 Explanation of Cooperative Office Education (Optional)	Interpret COE forms: agreement, student regulations, training plans, earnings report?		
1. AUTOMATED INFORMATION PROCESSING			
1.1 Introduction to Data Processing	Explain the importance of data processing systems to today's business?	1.1.1 Accurately identify equipment and procedures used in data processing?	Level I 340-354
Importance and Uses	Identify uses of common types of data processing equipment?	P.0.1.1.1 Given an objective test on data processing systems, equipment, and sources of data, respond correctly on 80% of the items.	
Sources and Types of Data	Identify uses of common sources of data?		
Terminology	Use proper terminology to describe the data processing cycle?	1.1.2 Correctly sequence and define steps in a data processing cycle?	

SECRETARIAL ADMINISTRATION II (6260)

Topical Outline	Enabling Competencies	Terminal Competencies	Ref.
	CAN THE STUDENT:	**CAN THE STUDENT:**	
		P.O.1.1.2 Given the steps of a data processing cycle, arrange the steps in sequence and record a definition for each. All steps must be sequenced correctly and defined with 80% accuracy.	
1.2 Word Processing			
Machine Transcription	Demonstrate proper techniques for operating the transcriber?	1.2.1 Transcribe from recorded media correspondence in mailable form?	Level III 226-231
		P.O.1.2.1 Given transcribing equipment and dictated media for three average-length business documents, transcribe in mailable form. (This objective should be met two times.)	
Word Processing Equipment		1.2.2 Use word processing equipment to record and play back business correspondence in mailable form?	Level III 226-231
Uses	Explain uses of word processing equipment?	P.O.1.2.2 Given a copy of stored paragraphs, a copy of a variable sheet, a word processor, and necessary supplies, merge selected paragraphs to prepare mailable letters as specified.	
Machine Operation	Demonstrate proper techniques for operation of word processing equipment?		
Recording Function	Record business documents using word processing equipment?		
Playback Function	Play back recorded material?		

SECRETARIAL ADMINISTRATION II (6260)

Topical Outline	Enabling Competencies	Terminal Competencies	Ref.
	CAN THE STUDENT:	**CAN THE STUDENT:**	
Careers and Career Paths	Describe careers and career paths in the field of word processing?	1.2.3 Identify and describe word processing careers? P.0.1.2.3 Given an objective test, identify job responsibilities, skills, and characteristics needed by correspondence secretaries, administrative secretaries, and word processing secretaries with at least 80% accuracy.	
2. CALCULATING MACHINES - FINANCIAL RECORDS			
2.1 Arithmetic Review	Operate the calculator to perform basic arithmetical processes of addition, subtraction, multiplication, and division?	2.1 Compute on a 10-key calculating equipment at a minimum rate and with an error tolerance acceptable for employment? P.0.2.1 Given 20 problems dealing with addition, subtraction, multiplication, and division, demonstrate proficiency on a 10-key calculator by completing the problems with 90% accuracy.	Level I 275-320
2.2 Speed and Accuracy	Use shortcuts and special function keys to increase speed? Use verification techniques to improve accuracy?		

SECRETARIAL ADMINISTRATION II (6260)

Topical Outline	Enabling Competencies	Terminal Competencies	Ref.
	CAN THE STUDENT:	**CAN THE STUDENT:**	
	Demonstrate incremental improvement in speed and accuracy?		
2.3 Business Applications and Terminology	Use proper terminology in discussing business forms?		
Preparation of Forms	Record applicable information on requisitions, purchase orders, and invoices?	2.3.1 Verify amounts and totals on business forms?	
	Compute extensions and totals, applicable discounts, and sales tax?	P.O.2.3.1 Given a 10-key calculator and 15 varied business forms, verify the extensions and totals with 100% accuracy.	Level II 77-86
	Verify descriptive and numerical information after recording and computing?		
Payroll Records	From time records or salary schedules, complete payroll register and prepare payroll checks?	2.3.2 Prepare complete payroll for five employees?	
		P.O.2.3.2 Given payroll data for five employees and necessary forms, prepare payroll register and paychecks with all calculations 100% accurate.	
Petty Cash	Prepare petty cash vouchers, record transactions, and replenish the fund?	2.3.3 Accurately prepare petty cash records?	Level II 67-70

SECRETARIAL ADMINISTRATION II (6260)

Topical Outline	Enabling Competencies	Terminal Competencies	Ref.
	CAN THE STUDENT:	**CAN THE STUDENT:** P.O.2.3.3 Given five petty cash vouchers and a petty cash journal, record the transactions and replenish the petty cash fund. All items must be recorded accurately and the fund must be in balance.	
3. COMMUNICATION SKILLS			
3.1 Telephone Use	Demonstrate proper procedures for handling incoming and outgoing local and long-distance calls?	3.1 Properly answer and place calls? P.O.3.1 Given role-playing information for local and long-distance calls, use correct telephone techniques to answer and place calls, to route calls to proper parties, to give and receive information, and to give and take messages, using the directory when needed. A checklist will be used to rate performance; all items must have an acceptable rating.	Level I 199
3.2 Written Communications	Compose typewritten business communications, using correct grammar, appropriate references, and letter-writing principles?	3.2 Compose and typewrite mailable business correspondence?	

SECRETARIAL ADMINISTRATION II (6260)			
Topical Outline	**Enabling Competencies**	**Terminal Competencies**	**Ref.**
	CAN THE STUDENT:	**CAN THE STUDENT:**	
		P.O.3.2 Given the needed information, compose and typewrite in mailable form two of the following types of letters: request, transmittal, acknowledgement, application, follow-up, and referral request.	
4. MAIL PROCESSING			
4.1 Incoming Mail	Describe incoming mail processing procedures?	4.1 Correctly forward mail? P.O.4.1 Given five pieces of mail, correctly forward, when appropriate. A checklist will be used to rate performance.	
4.2 Outgoing Mail	Describe outgoing mail processing procedures?	4.2 Accurately classify mail? P.O.4.2 Given five pieces of mail, determine most appropriate classification for mailing with 100% accuracy.	Level I 77-79
5. MAINTENANCE AND CARE OF OFFICE EQUIPMENT			
5.1 Calculating Equipment	Change the ribbon and replace the paper tape?	5.1 Change the ribbon and replace the paper tape on calculating equipment?	

SECRETARIAL ADMINISTRATION II (6260)

Topical Outline	Enabling Competencies	Terminal Competencies	Ref.
	CAN THE STUDENT:	**CAN THE STUDENT:**	
		P.O.5.1 Given calculator and supplies, change the ribbon or replace the paper tape according to manufacturer's directions to maintain an operable calculating machine.	
5.2 Typewriters	Clean keys, element, or print wheel; change ribbon; and replace correction tape?	5.2 Clean, adjust, and replace ribbon on typewriter? P.O.5.2 Given a typewriter, supplies, and manufacturer's operating manual, clean keys, element, or print wheel; remove dust; and change ribbon and correction tape according to manufacturer's directions to maintain an operable typewriter.	
5.3 Reprographic Equipment	Clean, replace pads and blankets, and make minor machine adjustments?	5.3 Clean and adjust reprographic equipment? P.O.5.3 Given reprographic equipment and supplies, clean, replace pads, and make minor adjustments as directed in manuals to maintain operable reprographic equipment.	
5.4 Repair Service	Determine when to call for repair or preventive maintenance service?	5.4 Determine when to request repair service or preventive maintenance? P.O.5.4 Given simulated situations, determine with 80% accuracy when repair service is required to maintain operable equipment.	

SECRETARIAL ADMINISTRATION II (6260)

Topical Outline	Enabling Competencies	Terminal Competencies	Ref.
	CAN THE STUDENT:	**CAN THE STUDENT:**	
6. OFFICE EXPERIENCE			
6.1 Simulations Job Flow of Work	Perform activities in a simulated office environment and integrate previously acquired competencies?	6.1 Acceptably demonstrate and synthesize previously learned knowledge, skills, and attitudes to complete the tasks of a given position in a model office? P.0.6.1 Given a simulated project or model office simulation, perform the assigned tasks, demonstrating and synthesizing previously learned knowledge, skills, and attitudes in an acceptable manner. An acceptable rating must be received for 80% of the items on a checklist.	
6.2 Cooperative Office Education	Perform the tasks required of a part-time office employee?	6.2 Successfully perform the tasks required of a part-time office employee? P.0.6.2 Given a related part-time position, complete assigned tasks according to an individualized training plan with acceptable ratings on at least 80% of the tasks.	

SECRETARIAL ADMINISTRATION II (6260)

Topical Outline	Enabling Competencies	Terminal Competencies	Ref.
	CAN THE STUDENT:	**CAN THE STUDENT:**	
7. RECORDS MANAGEMENT			
7.1 Filing Procedures	Inspect, index, code, sort, and file information and arrange materials properly in folders.		
7.2 Filing Methods			
Alphabetic System	File materials in an alphabetic filing system?	7.2.1 Correctly file documents alphabetically?	Level I 40
		P.O.7.2.1 Given 20 pieces of correspondence, a file with guides, and folders arranged for alphabetical filing, index, code, sort, and file at least 16 of the 20 pieces correctly.	
Geographic System	File materials in a geographic filing system?.	7.2.2 Correctly file documents geographically?	Level II 138
		P.O.7.2.2 Given 15 pieces of correspondence, a file with guides, and folders arranged for geographic filing, index, code, sort, and file the correspondence geographically. At least 12 of the 15 pieces of correspondence must be filed correctly.	

SECRETARIAL ADMINISTRATION II (6260)

Topical Outline	Enabling Competencies	Terminal Competencies	Ref.
	CAN THE STUDENT:	**CAN THE STUDENT:**	
Numeric System	File materials in a numeric filing system?	7.2.3 Correctly file documents numerically? P.0.7.2.3 Given 20 indexed pieces of correspondence, a file with the guides, and folders arranged for numeric filing, code, sort, and file at least 16 of the 20 pieces correctly.	Level I 41
Subject System	File materials in a subject filing system?	7.2.4 Correctly file documents by subject? P.0.7.2.4 Given 10 pieces of correspondence, a card file with guides, and folders arranged for subject filing, index, code, sort, and file the correspondence. At least 8 of the 10 pieces must be filed correctly.	Level II 140
7.3 Cross-Reference Procedures	Prepare cross-reference sheets when appropriate?	7.3 Correctly prepare cross-reference sheets? P.0.7.3 Given five indexed pieces of correspondence requiring cross-referencing and cross-reference cards or sheets, cross-reference the correspondence. At least four of the five pieces of correspondence must be cross-referenced correctly.	Level II 139

SECRETARIAL ADMINISTRATION II (6260)

Topical Outline	Enabling Competencies	Terminal Competencies	Ref.
	CAN THE STUDENT:	**CAN THE STUDENT:**	
7.4 Filing Method Selection	Determine the appropriate filing methods?	7.4 Determine the appropriate filing method for case situations. P.O.7.4 Given 20 pieces of correspondence (5 each from the the 4 different filing systems), determine the appropriate filing system for at least 80% of the pieces.	
7.5 Retrieval	Retrieve materials or information from files and provide information in written form when requested?	7.5 Accurately retrieve documents or items of information from files? P.O.7.5 Given five requests for retrieval of correspondence and files arranged for alphabetic, numeric, geographic, and subject systems, retrieve at least four of the five requested pieces of correspondence.	Level II 141-142
7.6 Charge-Out Procedures	Use proper procedures for charging out materials?	7.6 Accurately charge out documents from files? P.O.7.6 Given five requests for retrieval of correspondence, retrieve the requested correspondence and correctly complete an out card or a check-out form for at least four of the five requests.	

SECRETARIAL ADMINISTRATION II (6260)

Topical Outline	Enabling Competencies	Terminal Competencies	Ref.
	CAN THE STUDENT:	**CAN THE STUDENT:**	
7.7 Tickler File	Describe the use of a tickler file?	7.7 Describe a tickler file? P.O.7.7 Given a written test on filing, state the correct definition of a tickler file with an appropriate example.	
7.8 Transferral	Bring file folders up to date by merging, transferring, and disposing records as appropriate?		
7.9 Micrographics	Identify processes and materials used in micrographics?		
8. REPROGRAPHICS			
8.1 Appropriate Use	Decide when stencil, photocopy, or offset duplicating is the most appropriate method?	8.1 Select appropriate method of duplication? P.O.8.1 Given 10 case situations, select and justify the most appropriate method of duplication--stencil, photocopy, or offset--with 90% accuracy.	
8.2 Photocopy Preparation	Select appropriate format for material being prepared?	8.2 Cut and paste material to be photocopied? P.O.8.2 Given copy to be cut, pasted, and taped, prepare the copy so that it can be used to produce usable photocopies for offset masters.	

SECRETARIAL ADMINISTRATION II (6260)

Topical Outline	Enabling Competencies	Terminal Competencies	Ref.
	CAN THE STUDENT:	**CAN THE STUDENT:**	
8.3 Stencil Preparation	Prepare typewritten stencil with acceptable corrections, using the illuminated drawing board for artwork and lettering as appropriate?	8.3 Prepare, typewrite, correct, and run stencils? P.0.8.3 Given a typewriter, a stencil duplicator, a stencil with instructions for typing, and required supplies, prepare the stencil so that usable copies can be run from it.	
9. SHORTHAND AND TRANSCRIPTION			
9.1 Basics Review			
Theory	Write dictated theory words in shorthand and transcribe with 90% accuracy?		Level III 28-29
Pre-Transcription Skills	Use correct grammar and punctuation, referring to dictionaries, word division manuals, style manuals, and other available references to prepare mailable transcripts of dictated material?		
9.2 Speed and Accuracy	Write dictation from unfamiliar material at a rate of 80 wpm for three minutes?	9.2 Record and transcribe shorthand dictation into mailable copy?	Level III 37-42

SECRETARIAL ADMINISTRATION II (6260)

Topical Outline	Enabling Competencies	Terminal Competencies	Ref.
	CAN THE STUDENT:	**CAN THE STUDENT:**	
		P.O.9.2 Given dictation of three letters, 125 words each dictated at 80 wpm, record and transcribe the letters into mailable form. A minimum of one letter must be transcribed in mailable form within 30 minutes. (This objective should be met twice.)	
9.3 Office Dictation Transcription	Write dictation from unfamiliar material as office style dictation?	9.3 Record and transcribe office style dictation into mailable copy?	
		P.O.9.3 Given 2 letters, 125 words each in office style dictation, prepare mailable transcripts of the two letters within 45 minutes.	
10. TYPEWRITING			
10.1 Speed and Accuracy	Demonstrate incremental improvement in speed and accuracy?	10.1 Typewrite straight copy at a minimum rate with an error tolerance acceptable for employment? (Civil Service minimum is 40 wpm with three errors for five minutes.) NOTE: Number of errors allowed increases as speed increases. Refer to Civil Service Handbook for further information.	

SECRETARIAL ADMINISTRATION II (6260)

Topical Outline	Enabling Competencies	Terminal Competencies	Ref.
	CAN THE STUDENT:	**CAN THE STUDENT:**	
10.2 Error Correction	Use varied correction techniques and materials such as eraser, liquid, tape, and self-correcting typewriter?		
10.3 Business Correspondence	Select and use appropriate formats for business correspondence and envelopes?	10.3.1 Typewrite from handwritten or edited rough-draft copy mailable average-length business letters with special features and appropriate copies?	Level II 260-264
		P.0.10.3.1 Given copies of two unarranged business letters containing special features and typing instructions, typewrite the letters in a specified format on stationery provided, making carbon copies as indicated. At least one of the two letters must be mailable. This task must be completed within 50 minutes.	
		10.3.2 Accurately typewrite from handwritten or edited rough-draft copy an average-length memorandum?	Level II 265-267
		P.0.10.3.2 Given a copy of a semi-arranged memorandum that has several recipients and contains tabulated material, typewrite the memorandum in mailable form.	

SECRETARIAL ADMINISTRATION II (6260)

Topical Outline	Enabling Competencies	Terminal Competencies	Ref.
	CAN THE STUDENT:	**CAN THE STUDENT:**	
	Typewrite addresses on envelopes in format recommended by the Postal Service?	10.3.3 Typewrite addresses on envelopes in acceptable format? P.O.10.3.3 Given a list of 10 addresses and 10 envelopes, typewrite at least 8 of the 10 envelopes in mailable form in 10 minutes.	Level I 61-62
10.4 Preprinted Business Forms	Typewrite information in appropriate spaces, evenly aligned, with proper machine manipulations?	10.4 Typewrite information on preprinted forms with the information placed in appropriate spaces, evenly aligned, and all errors neatly corrected? P.O.10.4 Given three types of blank preprinted business forms and information necessary for completing the forms, typewrite the information onto the preprinted forms in mailable form.	Level II 280-285
10.5 Specialized Typewriting			
Government Documents	Use appropriate format and procedures in typewriting government documents?	10.5.1 Typewrite in mailable form a typical government document? P.O.10.5.1 Given a government document, typewrite it in the format specified. The completed document must be mailable with all errors neatly corrected.	

SECRETARIAL ADMINISTRATION II (6260)

Topical Outline	Enabling Competencies	Terminal Competencies	Ref.
	CAN THE STUDENT:	**CAN THE STUDENT:**	
Legal Documents	Use appropriate format and procedures in typewriting legal documents?	10.5.2 Typewrite in mailable form a typical legal document? P.O.10.5.2 Given a legal document and the information necessary for typing and/or filling in the document, typewrite the document in the proper legal format. Numerical information must be accurately typed. Other information must be accurate with corrections.	
10.6 Tables and Reports	Typewrite tables and statistical reports with correct horizontal and vertical placement of information.	10.6.1 Typewrite from rough-draft copy tables or statistical reports? P.O.10.6.1 Given rough-draft copy of three tables or statistical reports, typewrite the tables or reports with information properly arranged and all errors neatly corrected. 10.6.2 Typewrite from rough-draft copy a report with footnotes, title page, table of contents, and bibliography?	Level II 277-280

SECRETARIAL ADMINISTRATION II (6260)

Topical Outline	Enabling Competencies	Terminal Competencies	Ref.
	CAN THE STUDENT:	**CAN THE STUDENT:**	
		P.O.10.6.2 Given rough-draft copy of a two-page report with footnotes, title page, table of contents, and bibliography, typewrite the report in specified format with all errors neatly corrected.	
10.7 Labels and Index Cards	Use correct procedures in typewriting labels and index cards?	10.7 Use correct procedures in typewriting index cards?	
		P.O.10.7 Given a format for index cards, typewrite five index cards with all information correctly placed and all errors neatly corrected.	

SECRETARIAL ADMINISTRATION II (6260)

Topical Outline	Personal Employability Competencies
	DOES THE STUDENT:
11.1 PERSONAL EMPLOYABILITY SKILLS AND KNOWLEDGE	
11.1 Leadership Training Skills (Future Business Leaders of America)	11.1 Participate in the Future Business Leaders of America?
	P.O.11.1 Given organizational guidelines, participate in in-class activities of FBLA according to guidelines provided.
11.2 Human Relations Skills	
Office Behavior	11.2.1 Identify the attitudes and work habits necessary for good interpersonal and employee/employer relations in the office?
	P.O.11.2.1 Given a list of traits, some of which promote good human relations among employees, identify those traits with at least 80% accuracy.
Personality Traits	11.2.2 Identify personality traits that increase job performance?
	P.O.11.2.2 Given a list of personality traits that increase job performance and a list of their descriptions, match the descriptions with the traits with at least 80% accuracy.
Self-Evaluation	11.2.3 Evaluate personal work habits and attitudes?
	P.O.11.2.3 Given guidelines on good work habits and a list of poor work habits and attitudes, identify ways that poor habits and attitudes can be improved according to guidelines provided.
Attendance and Punctuality	11.2.4 Maintain regular and prompt attendance?
	P.O.11.2.4 Given a class schedule, attend class and arrive on time at least 90% of the time during each grading period.

SECRETARIAL ADMINISTRATION II (6260)

Topical Outline	Personal Employability Competencies
	DOES THE STUDENT:
Following Instructions	11.2.5 Follow oral or written instructions in the completion of assigned tasks? P.O.11.2.5 Given a role-playing situation requiring the following of oral or written instructions, listen or read and follow instructions. A checklist will be used to rate performance; all items must receive an acceptable rating.
Appearance and Grooming	11.2.6 Exhibit good grooming and appropriate attire for work according to office standards? P.O.11.2.6 Given guidelines on good grooming and a simulated office situation, dress appropriately and demonstrate the essentials of good grooming for one week. Appearance must be judged appropriate according to checklist based on guidelines provided.
Self-Discipline	11.2.7 Identify and exhibit the attitudes and work habits that increase self-discipline? P.O.11.2.7 Given rules for proper conduct in class, exhibit self-control, persistence, and initiative in completing assignments on time. A checklist will be used to rate performance; all items must receive an acceptable rating.
Responsibility	11.2.8 Identify and exhibit the attitudes and work habits associated with responsibility. P.O.11.2.8 Given a list of activities which require responsibility such as bringing appropriate materials to class, using time productively, and using supplies frugally, complete the activities. A checklist will be used to rate performance; all items must receive an acceptable rating.

SECRETARIAL ADMINISTRATION II (6260)

Topical Outline	Personal Employability Competencies
	DOES THE STUDENT:
11.3 Job-Seeking Skills	
Self-Analysis	11.3.1 Identify skills and personal traits and match them with available job opportunities? P.O.11.3.1 Given an objective test on self-understanding, identify correct responses with 90% accuracy.
Resume/Personal Data Sheet	11.3.2 Prepare a typewritten resume or personal data sheet? P.O.11.3.2 Given a resume or personal data sheet format, typewrite a personal data sheet or resume giving all appropriate information. All information must be accurate and all errors neatly corrected.
Application Forms	11.3.3 Prepare application forms so applicant is presented favorably? P.O.11.3.3 Given a job application form and instructions to complete each item (using N/A on items that are not applicable), print or typewrite the information. All information must be accurate and all errors neatly corrected.
Letters	11.3.4 Compose and typewrite acceptable application letters? P.O.11.3.4 Given a want ad from a local newspaper advertising an office position, compose and typewrite a letter of application. All information must be accurate and all errors neatly corrected.

SECRETARIAL ADMINISTRATION II (6260)

Topical Outline	Personal Employability Competencies
	DOES THE STUDENT:
Job Interview	11.3.5 Prepare for the job interview by becoming acquainted with company in which interested and preparing information about job competencies?
	P.O.11.3.5 Given references and information about an available job with a specified company, assemble information about the company and competencies required for the job. All information must be accurate and complete according to references used.
	11.3.6 Demonstrate acceptable behavior during a simulated job interview?
	P.O.11.3.6 Given a simulated job interview situation, make an appointment and participate in a personal interview. All items on a job interview checklist must receive an acceptable rating.
Follow-Up	11.3.7 Compose and typewrite a positive and appropriate follow-up letter?
	P.O.11.3.7 Given a role-playing situation that requires composing a letter of follow-up, compose and typewrite an appropriate follow-up letter. All information must be accurate and all errors neatly corrected.
11.4 Organizational Skills	
Office Environment	11.4.1 Maintain an orderly office area?
	P.O.11.4.1 Given an assigned work station and a checklist for maintaining a work station, maintain an orderly work station during 90% of the grading period.

SECRETARIAL ADMINISTRATION II (6260)

Topical Outline	Personal Employability Competencies
	DOES THE STUDENT:
Task	11.4.2 Assemble supplies and information necessary to complete assigned tasks?
	P.0.11.4.2 Given form letters, a list of customer names and addresses, and balances owed, assemble the necessary supplies to send appropriate letters to the customers.
Work Priorities	11.4.3 Plan work efficiently to meet deadlines?
	P.0.11.4.3 Given a description of office activities to be performed in a designated time, determine work priorities to meet deadlines with 90% accuracy.
Work Evaluation	11.4.4 Evaluate own work realistically?
	P.0.11.4.4 Given a task to be performed to specific standards and a checklist for evaluation of the task, evaluate personal work. The student's evaluation ratings should match those of the teacher.
11.5 Personal Finances	
Income Management	11.5.1 Plan a budget based on net pay?
	P.0.11.5.1 Given a paycheck, information on personal expenses, and an appropriate budget percentage scale, prepare a budget based on net pay. All information and calculations must be correct.

SECRETARIAL ADMINISTRATION II (6260)

Topical Outline	Personal Employability Competencies
	DOES THE STUDENT:
Income Tax Return Preparation	11.5.2 Prepare an individual income tax return?
	P.O.11.5.2 Given a W-2 form, and tax instructions, prepare an individual tax return. All information and calculations must be correct.
11.6 FBLA-Related Activities	Activities can be taken from the FBLA Guide as follows: 4.1 -4.16 Job-Seeking Skills 4.27-4.39 Human Relations Skills 4.47-4.52 Leadership Training Skills